



*"People
helping people
help
themselves"*

Indiana Division of Mental Health and Addiction Consumer Satisfaction Survey Report Card

**Consumer Mental Health Treatment Satisfaction Survey Results:
Adults Served and Parents/Caretakers of
Children/Adolescents Served
from July 1, 2003 through June 30, 2004
(State Fiscal Year 2004)**

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DEDICATION

This edition of the report card is dedicated to the memory of
 Gilbert (Gil) Winkel, who was a long time member of the
 Consumer Advisory Council and the Mental Health Planning Council.
 Mr. Winkel was a tireless advocate for this report card.

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Overview & What's New This Year

The Indiana Family and Social Services Administration (FSSA) Division of Mental Health and Addiction (DMHA) is pleased to publish this Consumer Satisfaction Survey Report Card for consumers, their family members, government officials, providers of mental health services, and all other stakeholders interested in mental health care service delivery in Indiana. This report card provides information about consumer satisfaction with Indiana mental health services and service providers.

The 34 mental health care agencies in this report have contracts with DMHA to provide services. Under Indiana law (P.L. 40), these providers must offer the same set of ten mental health services; this is called the “continuum of care” for eligible Indiana citizens.

The data in this report card came from some of the people (a sample) who received services during State Fiscal Year 2004 (July 1, 2003 to June 30, 2004). Two groups of consumers were surveyed for this report card: (1) Adults with serious mental illness (SMI), and (2) Parents/caretakers of children and adolescents with serious emotional disturbance (SED). If you have questions about services, please visit the Indiana Division of Mental Health and Addiction website at: <http://www.in.gov/fssa/servicemental/>

People seeking mental health services can be enrolled in the Hoosier Assurance Plan (HAP) when they meet the definitions of SMI and SED (see the Glossary for more information) and meet HAP income criteria of annual income at or below 200% of the federal poverty level. Adults and children with chronic addiction were not surveyed for this report card.

Most of the mental health care agencies shown in this report provide services for both adults (SMI) and children/adolescents (SED), except for five providers who serve only children and adolescents. Of those five providers, graphs for children are shown in this document for St. Vincent Hospital (#1007) and Villages of Indiana (#1006). Graphs are not shown for Children's Bureau of Indianapolis (#1009) or for PSI Services (#1468) because the number of families surveyed was very small. There is no graph for Choices, Inc. (#1019) because it is a joint venture of four other providers that are shown separately.

Several changes occurred in this new report card. The textual format of the report has changed from two columns to one column, which should improve readability. The “Project Methods” section of the document has been moved to the latter part of the document, just before the “Glossary.” The discussion about confidence intervals and confidence levels has been expanded, to provide better understanding of these statistics. A discussion about true statistical differences among providers and an associated series of graphs were added. Finally, regional scores from Midwestern states and scores from states that use the same survey methodology as Indiana (phone) were added.

Brief Summary of the Findings

Adult consumers rate all Indiana mental health service providers at about the same level of satisfaction. This is especially true for general satisfaction, access to services, quality and appropriateness of the services received, and for participation in treatment planning. Adult consumers indicate that service outcomes could be better, which is true for all Midwestern states and all states nationally.

Parents/caretakers of children and adolescents with SED have about the same level of satisfaction with their child's service access, with the provider's cultural sensitivity, and with their child's service outcomes. Parents/caretakers do rate their provider satisfaction different in two areas: (1) their general satisfaction with service providers and (2) their satisfaction with participation in treatment planning. Parents/caretakers whose children received services at St. Vincent Hospital had the highest general satisfaction and those who received services at Swanson Center had the lowest general satisfaction. Parents/caretakers had the most satisfaction with their participation in treatment planning at Behavior Corp and had the least treatment planning satisfaction at Comprehensive Mental Health Services. All providers of child services could have scored higher on outcomes of services, but this finding is true for all Midwestern states and all states nationally. See Graphs 5 through 14 for detailed information.

Consumer Demographic Information

All data were collected by Indiana University Center for Survey Research (CSR) and submitted to the Indiana DMHA. After DMHA performed final data revisions, there were 3,938 completed surveys (1,967 adult surveys and 1,971 parent/caretaker surveys). The tables below illustrate demographic information for both groups of consumers.

MHSIP Survey (Adults with SMI) Demographics

Table 1. MHSIP Adult Survey, Gender

	Number	Percent
Male	663	33.7%
Female	1,304	66.3%
Total	1,967	100.0%

Table 3. MHSIP Adult Survey, Age

	Number	Percent
18 or less	51	2.6%
19-20	51	2.6%
21-30	339	17.2%
31-40	422	21.5%
41-50	608	30.9%
51-60	335	17.0%
61-70	113	5.7%
70+	48	2.4%
Total	1,967	100.0%

Table 2. MHSIP Adult Survey, Race & Ethnicity

	Number	Percent
African Amer/Black	229	11.6%
Alaskan Native	1	.1%
American Indian	7	.4%
Asian	3	.2%
Native Hawaiian	0	.0%
White	1680	85.4%
Multiracial	9	.5%
Other	38	1.9%
Total	1,967	100.0%

Hispanic	54	2.7%
Non-Hispanic	1913	97.3%
Total	1,967	100.0%

YSS-F Survey (Parents/Caretakers of Children/Adolescents with SED) Demographics

Table 4. YSS-F Parent/Caretaker Survey, Gender

	Number	Percent
Male	1,172	59.5%
Female	799	40.5%
Total	1,971	100.0%

Table 6. YSS-F Parent/Caretaker Survey, Age

	Number	Percent
1-5	171	8.7%
6-10	753	38.2%
11-15	854	43.3%
16-18	193	9.8%
Total	1,971	100.0%

Table 5. YSS-F Parent/Caretaker Survey, Race & Ethnicity

	Number	Percent
African Amer/Black	333	16.9%
Alaskan Native	1	.1%
American Indian	5	.3%
Asian	7	.2%
White	1,492	75.7%
Multiracial	76	3.9%
Other	57	2.9%
Total	1,971	100.0%

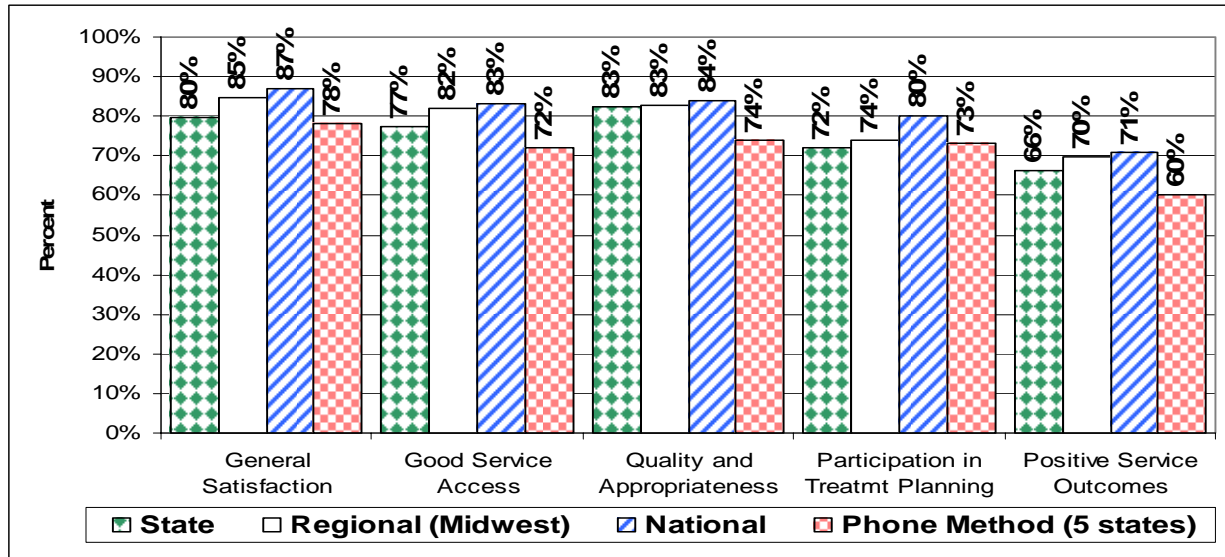
Hispanic	86	4.4%
Non-Hispanic	1,885	95.6%
Total	1,971	100.0%

State, Regional, National, & Phone Scores

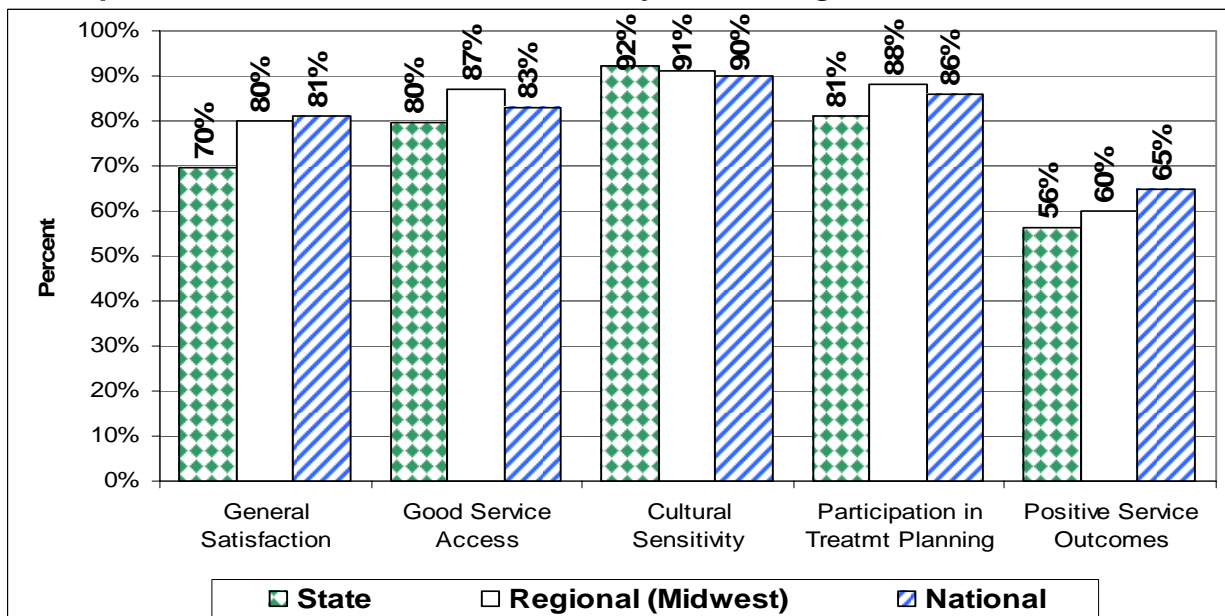
Results shown in Graphs 1 and 2 for State Fiscal Year (SFY) 2004 should be interpreted carefully due to the variety of methods used to collect data across participating states. While Indiana uses a telephone data collection method, which tends to result in slightly lower satisfaction scores, other states use a variety of methods, including in-person interviews (which give higher satisfaction results) and mailed surveys (which give satisfaction results similar to telephone interview results).

This year regional and phone results were available for the MHSIP survey, and results of both are shown in Graph 1 below. Note that the Midwest Region is comprised of Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin.

Graph 1. MHSIP Adult Survey, State, Regional, National, & Phone Method Scores



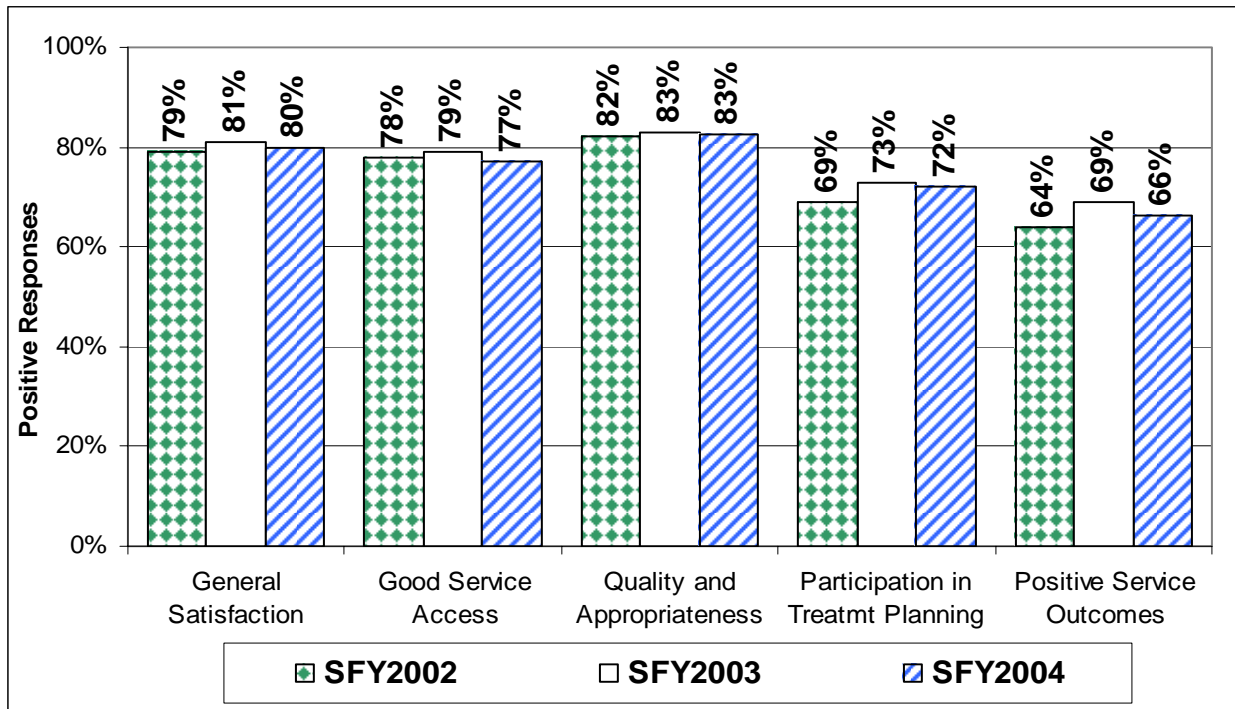
Graph 2. YSS-F Parent/Caretaker Survey, State, Regional, & National Scores



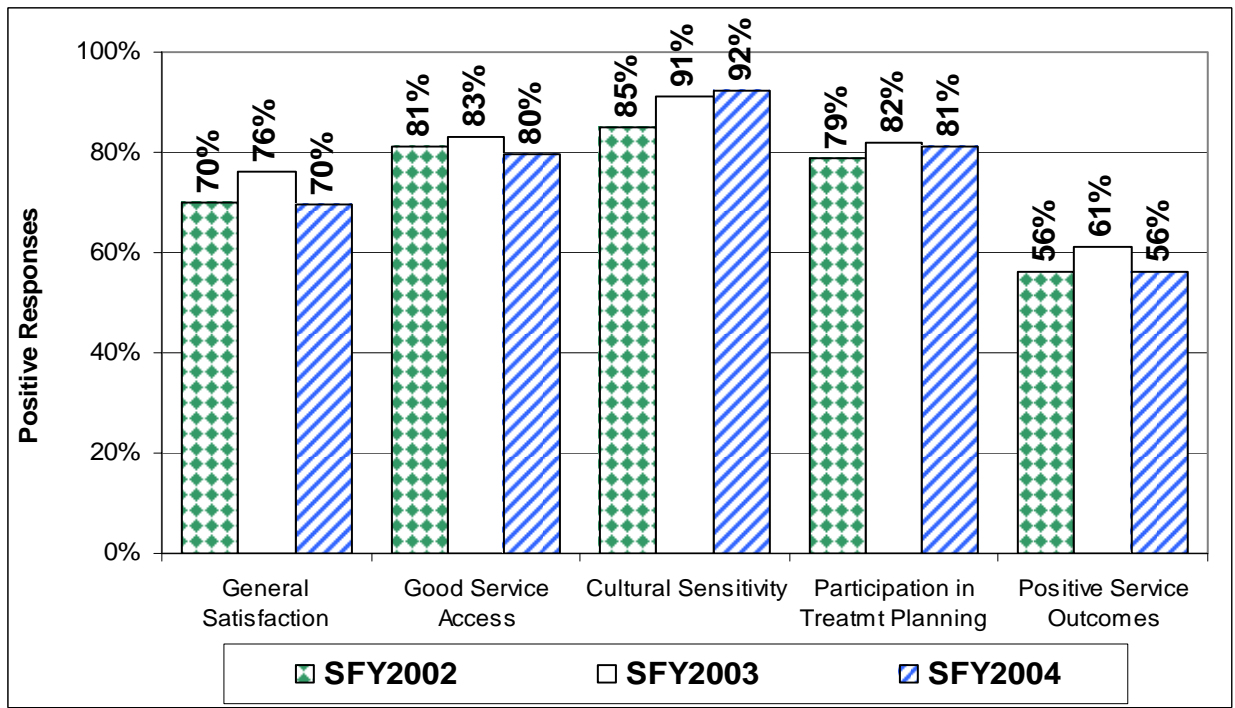
State Fiscal Year Scores Comparisons

This is the third year of the new Consumer Satisfaction Survey Report Card format. Graphs 3 and 4 below show the average scores for each of the three state fiscal years for each survey.

Graph 3. MHSIP Adult Survey, State Fiscal Years 2002 to 2004



Graph 4. YSS-F Parent/Caretaker Survey, State Fiscal Years 2002 to 2004



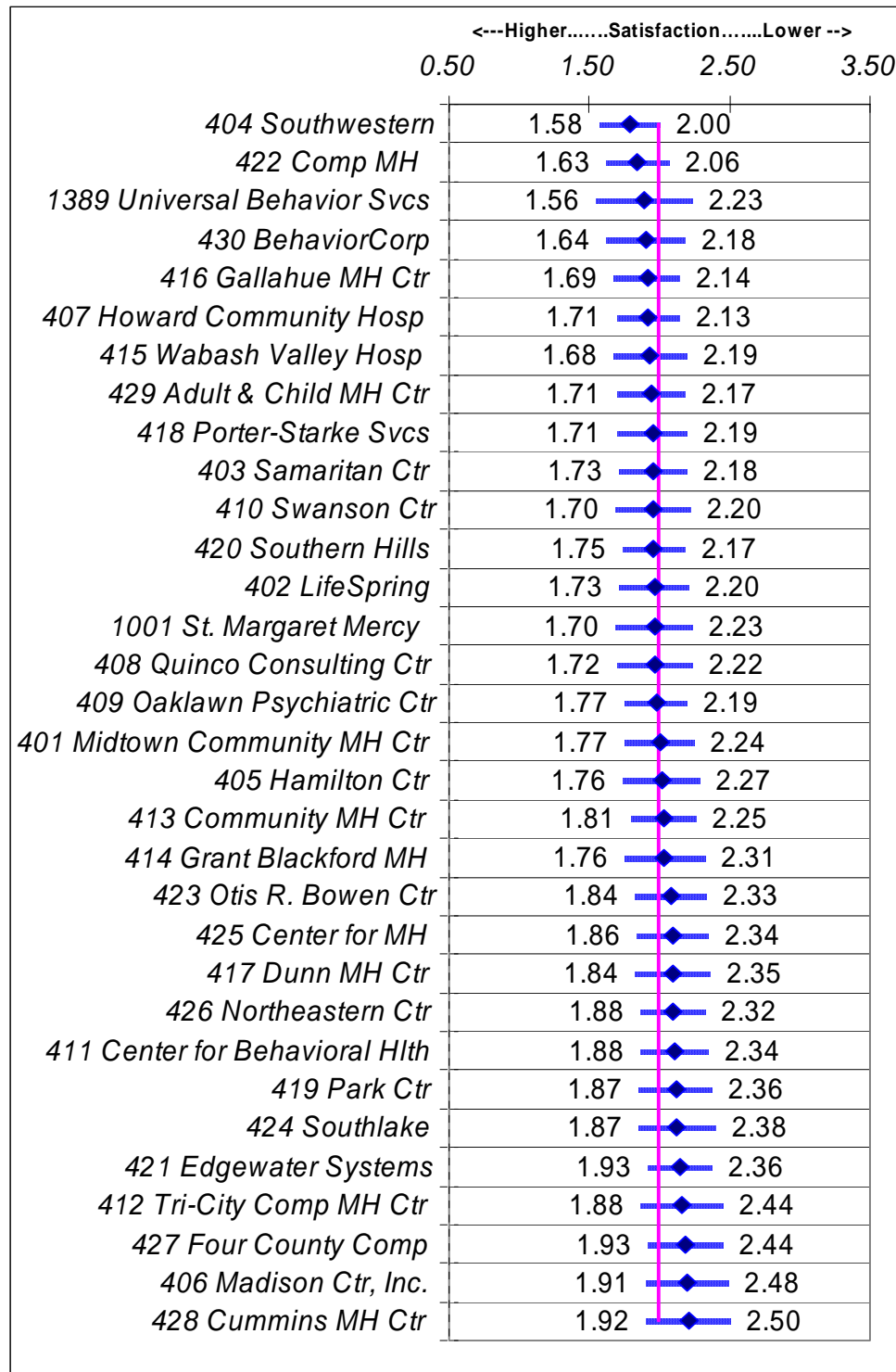
Understanding Graphs 5 through 14: Average Scores and Interval Scores

Graphs 5 through 9 on the following pages compare provider scores on the five MHSIP Adult Survey categories, which are General Satisfaction, Good Service Access, Quality and Appropriateness, Participation in Treatment Planning, Positive Service Outcomes. Graphs 10 through 14 compare provider scores on the five YSS-F Parent/Caretaker Survey categories, which are General Satisfaction, Good Service Access, Cultural Sensitivity, Participation in Treatment Planning, Positive Service Outcomes.

Statistical tests were performed to determine if there were any true statistical differences in consumer satisfaction among the service providers. Numbers in the graphs that are between 1 and 2.5 indicate consumer satisfaction, while numbers above 2.5 indicate consumer dissatisfaction. For example, Graph 5 shows Provider 404 as having scores of 1.58 to 2.00. These scores are between 1 and 2.5, indicating that adult consumers are satisfied on the General Satisfaction category.

Diamond shapes (◆) indicate the average score (also referred to as the “mean” score), which can be found in Appendices 7 and 8. Diamond shapes further to the left indicate higher satisfaction.

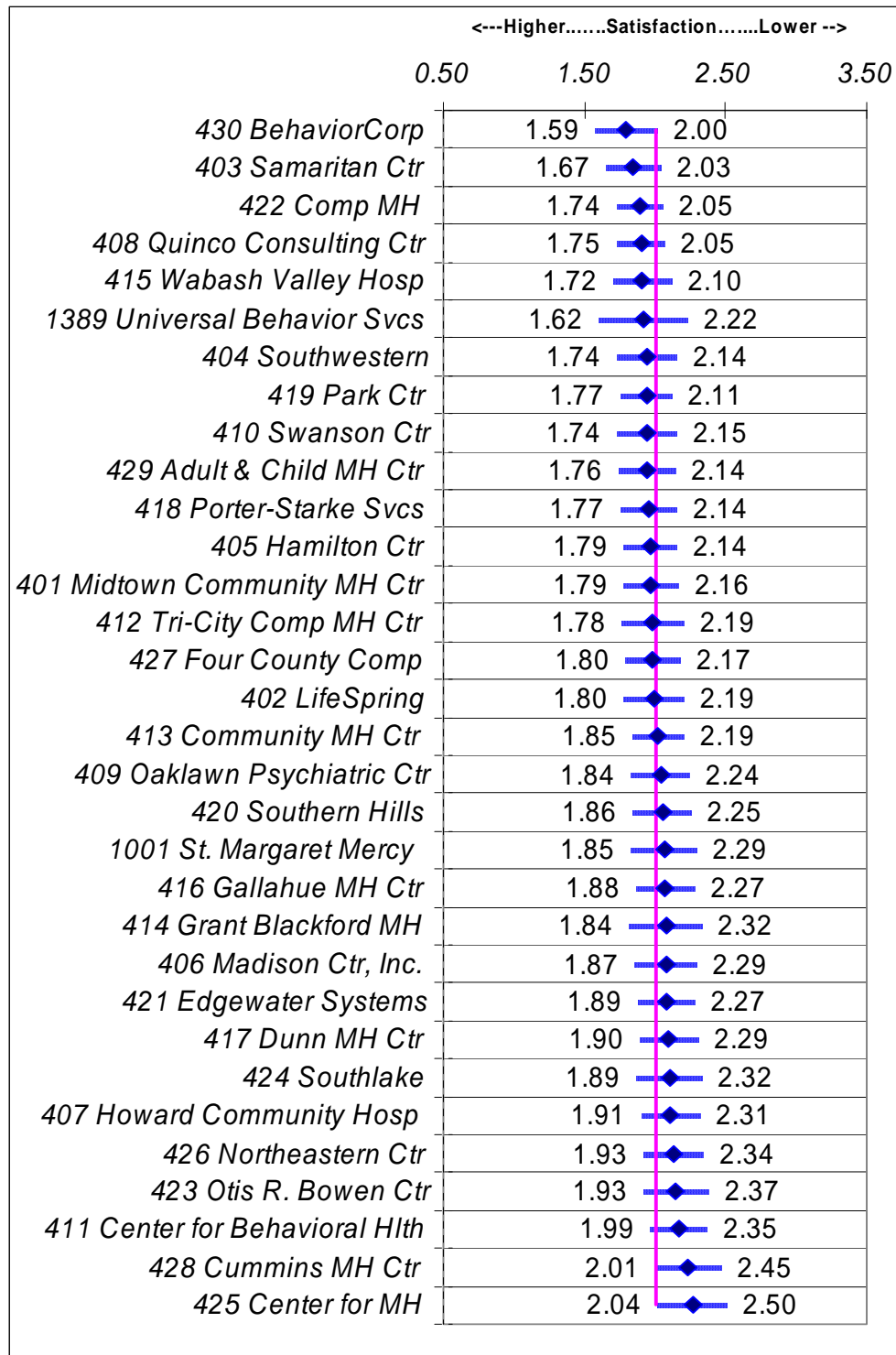
Graph 5. MHSIP Adult Survey, General Satisfaction



GRAPH SUMMARY: In general, adult consumers of mental health services are equally satisfied with the services they receive from any of the mental health care agencies.

Statistically, adult consumers rated all providers the same on the General Satisfaction category. Appendix 6 shows the results of a one-way analysis of variance, and absolutely no significant differences between providers were found. All providers have average (mean) scores below 2.5 on a 1-5 scale, supporting the lack of difference among providers (see Appendix 7 for average scores). There are overlapping intervals among all providers, as shown by the trend line, also supporting the lack of difference.

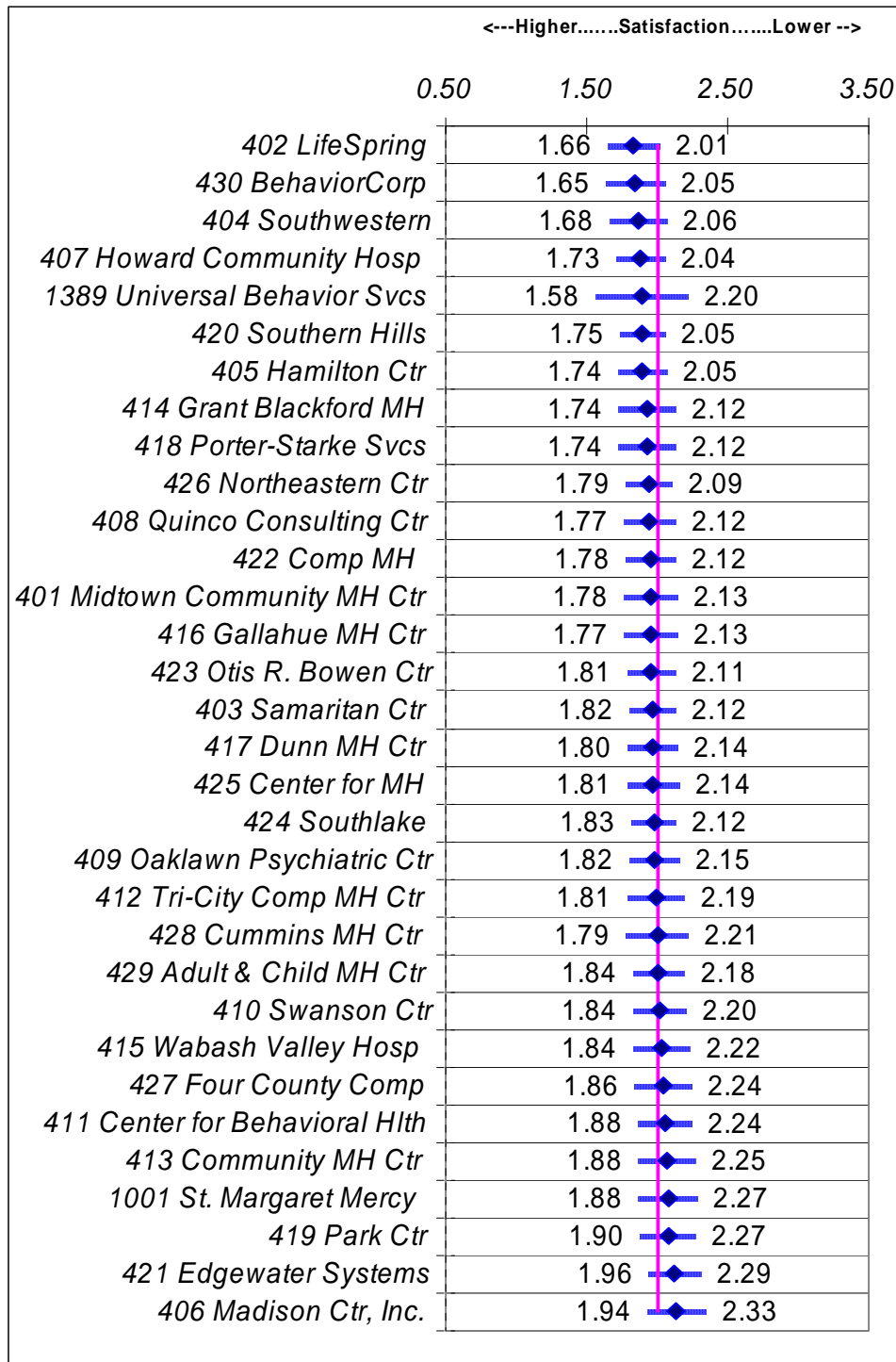
Graph 6. MHSIP Adult Survey, Good Service Access



GRAPH SUMMARY: Adult consumers of mental health services are equally satisfied with the access to services provided at any of the mental health care agencies.

Statistically, adult consumers rated all providers the same on Good Service Access satisfaction. Appendix 6 shows the results of a one-way analysis of variance, and absolutely no significant differences between providers were found. All providers have average (mean) scores below 2.5 on a 1-5 scale, supporting the lack of difference among providers (see Appendix 7 for average scores). There are overlapping intervals among all providers, as shown by the trend line, also supporting the lack of difference.

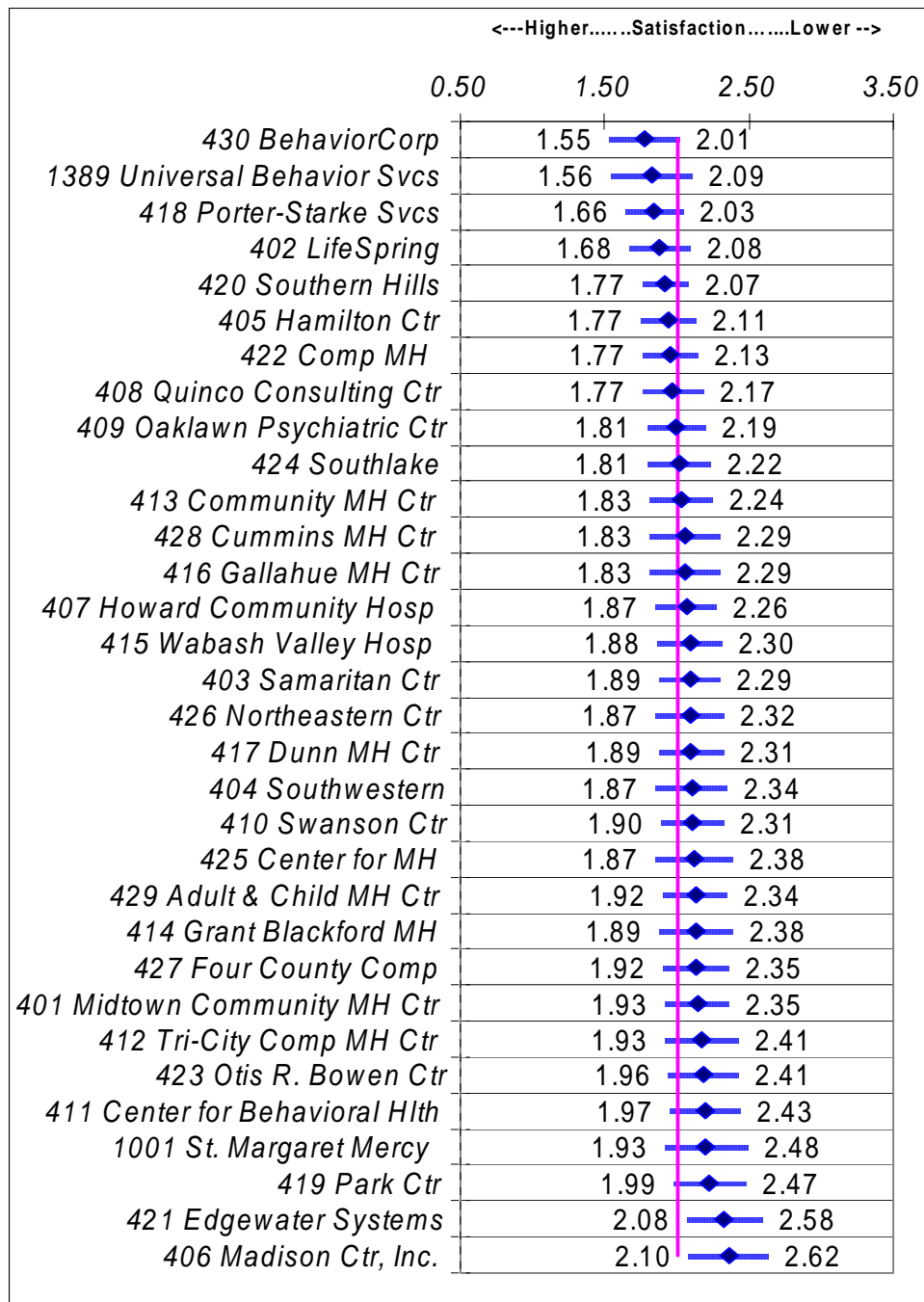
Graph 7. MHSIP Adult Survey, Quality & Appropriateness



GRAPH SUMMARY: Adult consumers of mental health services are equally satisfied with the quality and appropriateness of services provided at any of the mental health care agencies.

Statistically, adult consumers rated all providers the same on the Quality and Appropriateness satisfaction category. Appendix 6 shows the results of a one-way analysis of variance, and absolutely no significant differences between providers were found. All providers have average (mean) scores below 2.5 on a 1-5 scale, supporting the lack of difference among providers (see Appendix 7 for average scores). There are overlapping intervals among all providers, as shown by the trend line, also supporting the lack of difference.

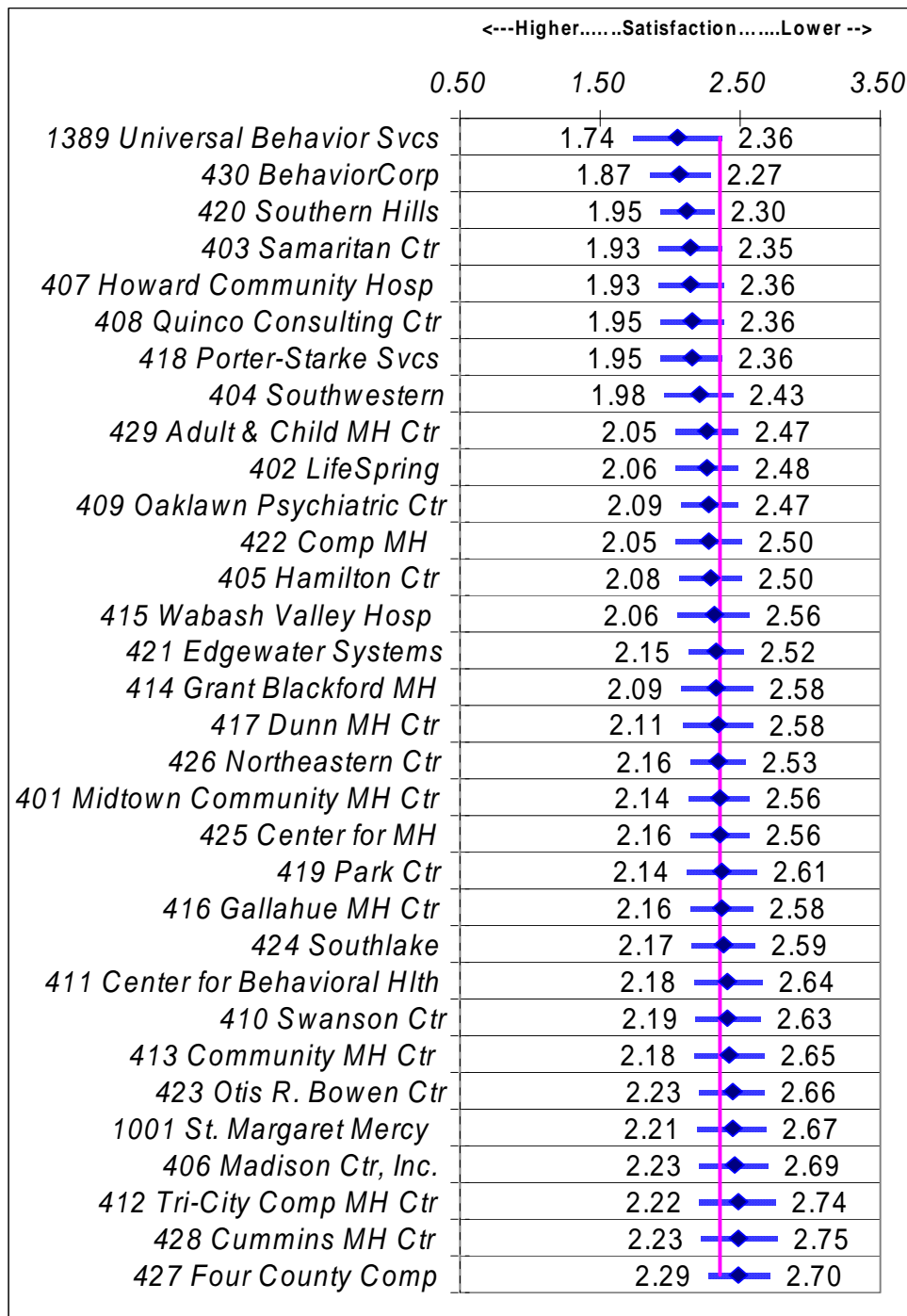
Graph 8. MHSIP Adult Survey, Participation in Treatment Planning



GRAPH SUMMARY: Adult consumers of mental health services experience moderate to high satisfaction with their participation in treatment planning at mental health care agencies.

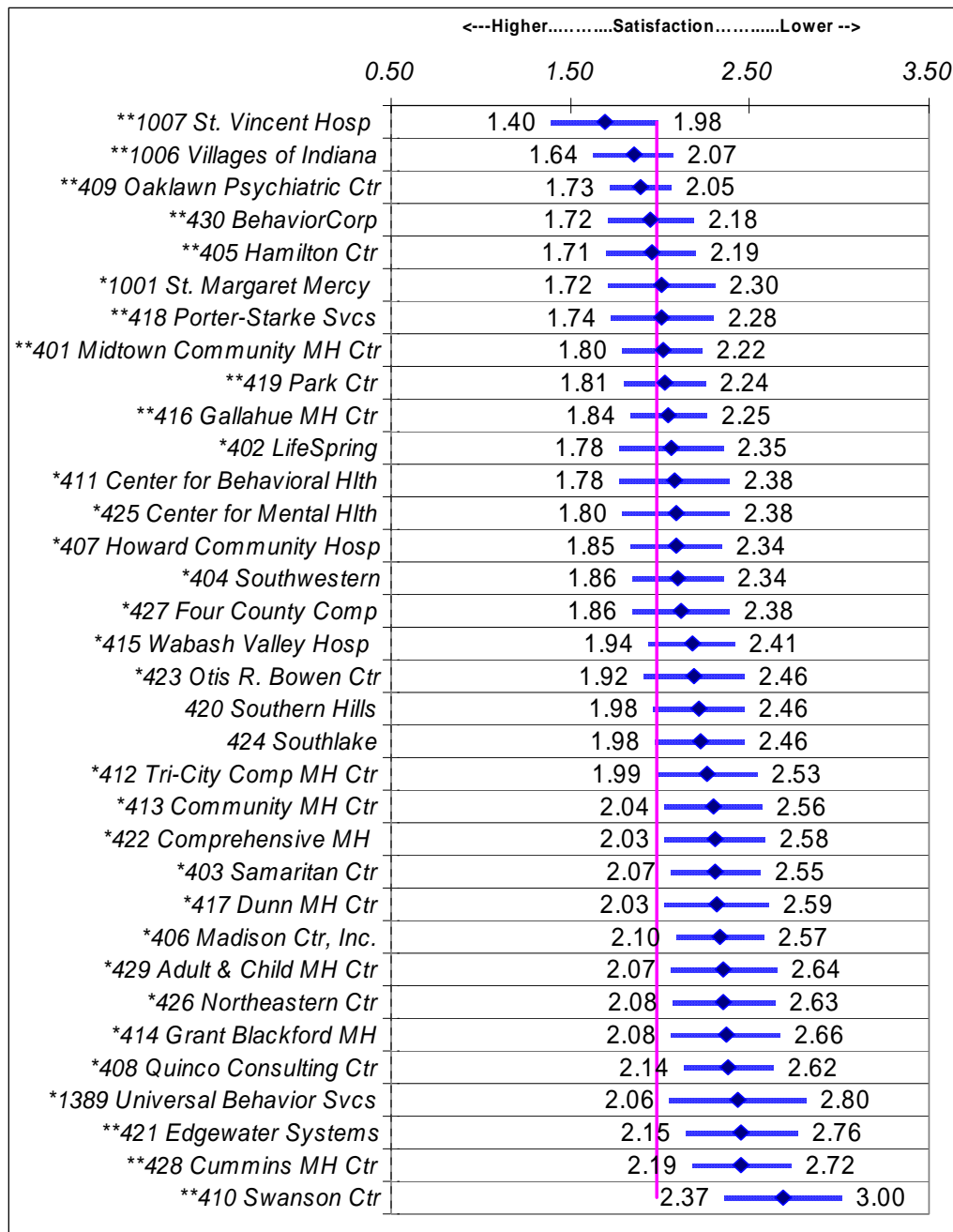
Appendix 6 shows the results of a one-way analysis of variance, and absolutely no significant differences between providers were found on the Participation in Treatment Planning category, although this category almost reaches significance at $p < 0.05$ ($p = 0.066$). All providers have average (mean) scores below 2.5 on a 1-5 scale, supporting the lack of difference among providers (see Appendix 7 for average scores). There are overlapping intervals for nearly all the providers, as shown by the trend line. Where the intervals do not overlap, there may be a very slight difference among providers, but not enough difference to achieve significance. The difference would be between providers that achieved high satisfaction and providers that achieved moderate satisfaction. This survey category may not give the same results over repeated measurements (see the “Project Summary” and “Reliability” sections to learn more).

Graph 9. MHSIP Adult Survey, Positive Service Outcomes



GRAPH SUMMARY: Adult consumers of mental health services are satisfied equally with outcomes at any of the mental health care providers. The overall satisfaction with outcomes could be higher, but these same results are also found in the Midwestern states and nationally. Statistically, adult consumers rated all providers the same on Positive Service Outcomes satisfaction. Appendix 6 shows the results of a one-way analysis of variance, and absolutely no significant differences between providers were found. All providers have average (mean) scores below 2.5 on a 1-5 scale, supporting the lack of difference among providers (see Appendix 7 for average scores). There are overlapping intervals among all providers, as shown by the trend line, also supporting the lack of difference.

Graph 10. YSS-F Parent/Caretaker Survey, General Satisfaction



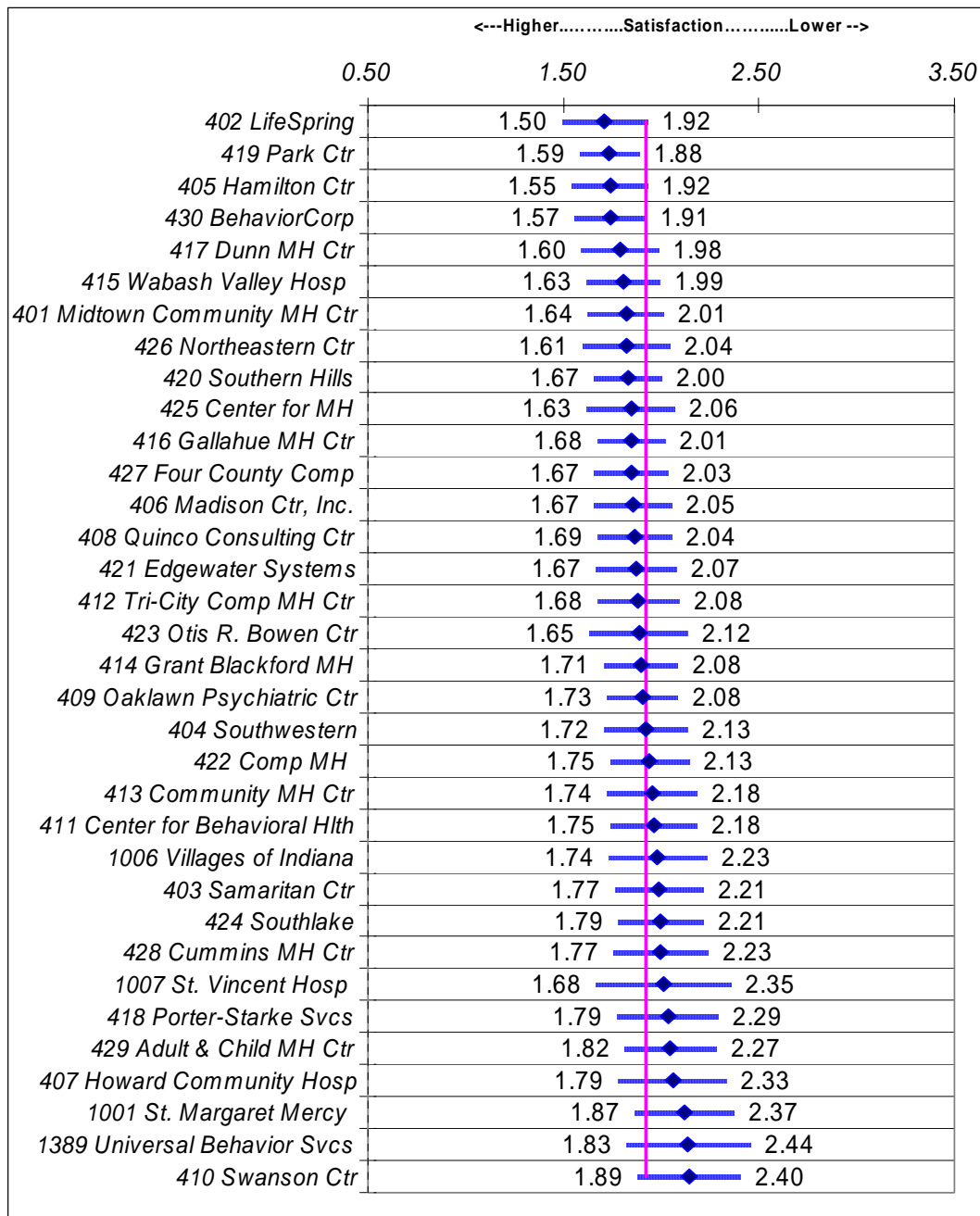
**p < 0.001 (highly significant differences)

*p < 0.01 (moderately significant differences)

GRAPH SUMMARY: In general, parents/caretakers of children who receive mental health services are more satisfied with their services at some mental health care agencies than at others, but the difference is mainly between moderate satisfaction and high satisfaction.

Statistically, parents/caretakers of child consumers have different levels of provider satisfaction on the General Satisfaction category (see Appendix 6). Providers at the top of the graph with a double asterisk (“**”) receive higher consumer satisfaction scores than those at the bottom with a double asterisk (“**”); these differences are not due to chance. The same is true for providers with one asterisk (“*”), but the statistical differences are moderate to high. All but one provider had average (mean) scores under the 2.50 threshold for dissatisfaction: Provider 410 had an average score of 2.68 (see Appendix 8 for average scores). Despite the statistical differences, the practical differences between almost all providers would be between providers that achieved high satisfaction and providers that achieved satisfaction. The lack of interval overlap supports these conclusions.

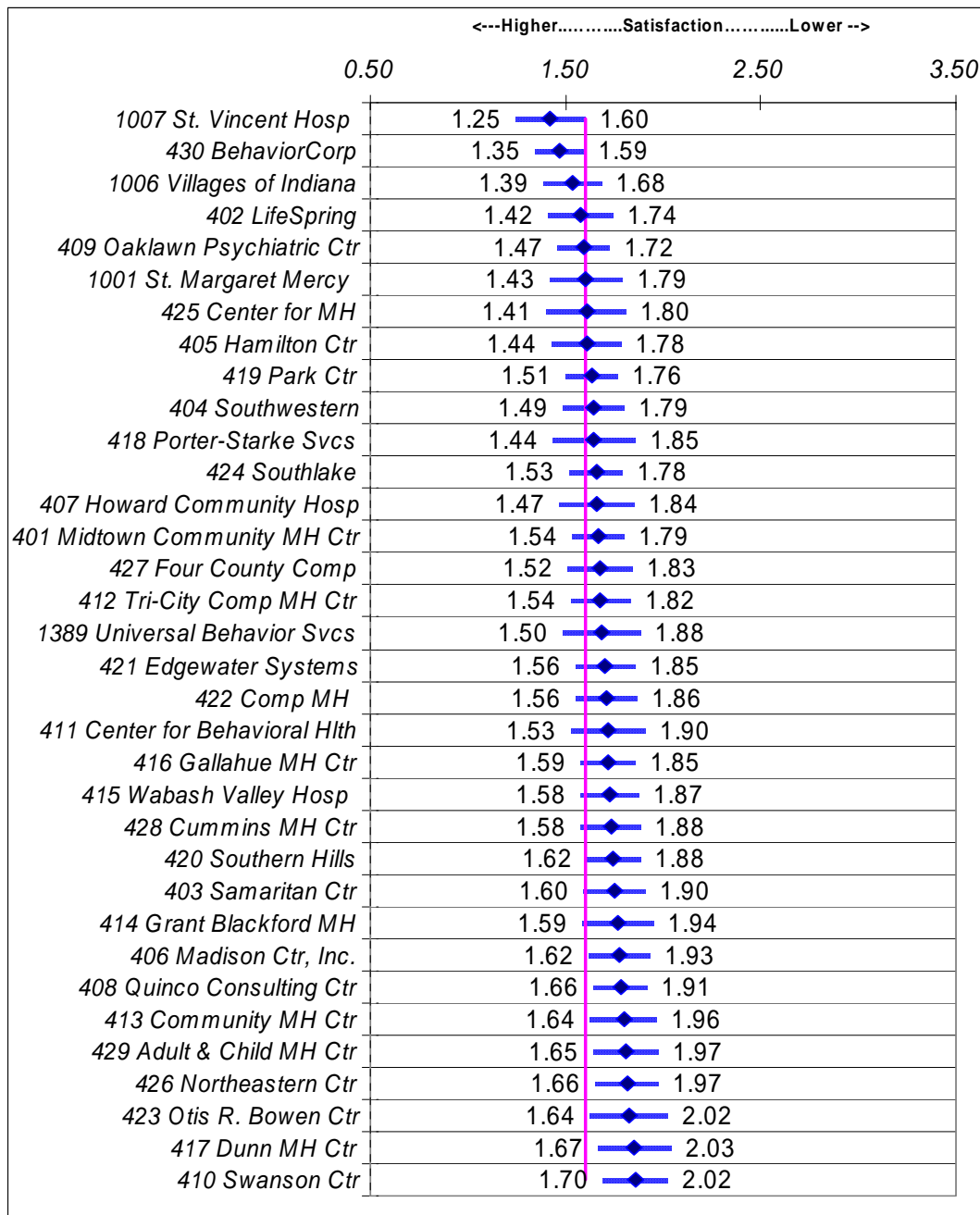
Graph 11. YSS-F Parent/Caretaker Survey, Good Service Access



GRAPH SUMMARY: Parents/caretakers of children who receive mental health services are equally satisfied with access to services provided at any of the mental health care agencies.

Statistically, parents/caretakers of child consumers rated all providers the same on Service Access satisfaction. Appendix 6 shows the results of a one-way analysis of variance, and no significant differences between providers were found. All providers have average (mean) scores below 2.5 on a 1-5 scale, which supports the lack of difference among providers (see Appendix 8). There are overlapping intervals among all providers, as shown by the trend line, supporting the lack of difference. This survey category may not give the same results over repeated measurements (see the “Project Summary” and “Reliability” sections to learn more).

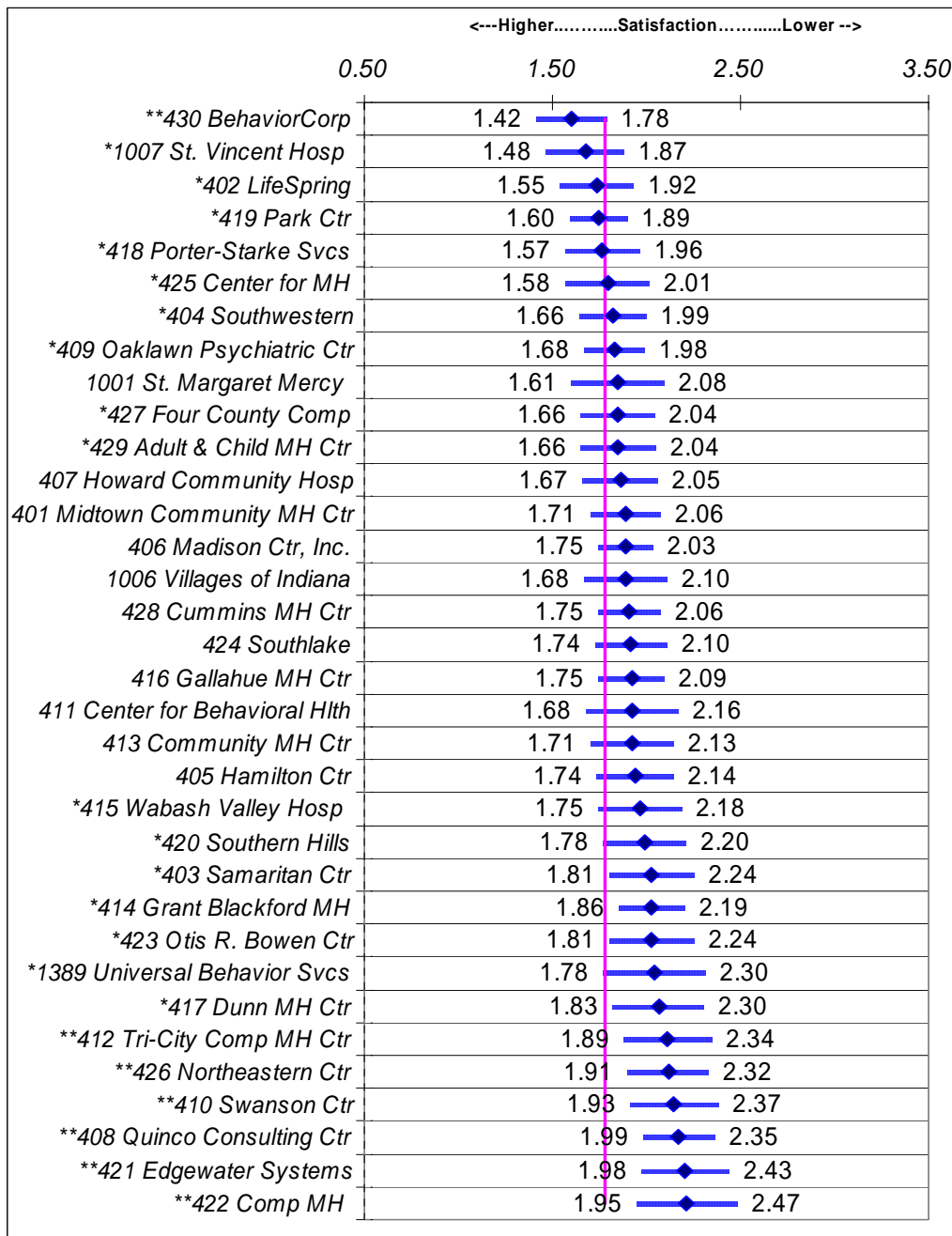
Graph 12. YSS-F Parent/Caretaker Survey, Cultural Sensitivity



GRAPH SUMMARY: Parents/caretakers of children who receive mental health services are equally satisfied with the cultural sensitivity experienced at any of the mental health care agencies.

Analyses of the YSS-F parent/caretaker survey show that providers do have very minimal statistical differences in consumer satisfaction with provider Cultural Sensitivity (See Appendix 6, $p=0.018$). The statistical probability is not below $p>0.01$ and all providers had average (mean) scores under the 2.50 threshold for dissatisfaction on a 1-5 scale. There are overlapping intervals for nearly all the providers, as shown by the trend line. Where the intervals do not overlap, there may be very slight differences among providers, but not enough to achieve significance.

Graph 13. YSS-F Parent/Caretaker Survey, Participation in Treatment Planning



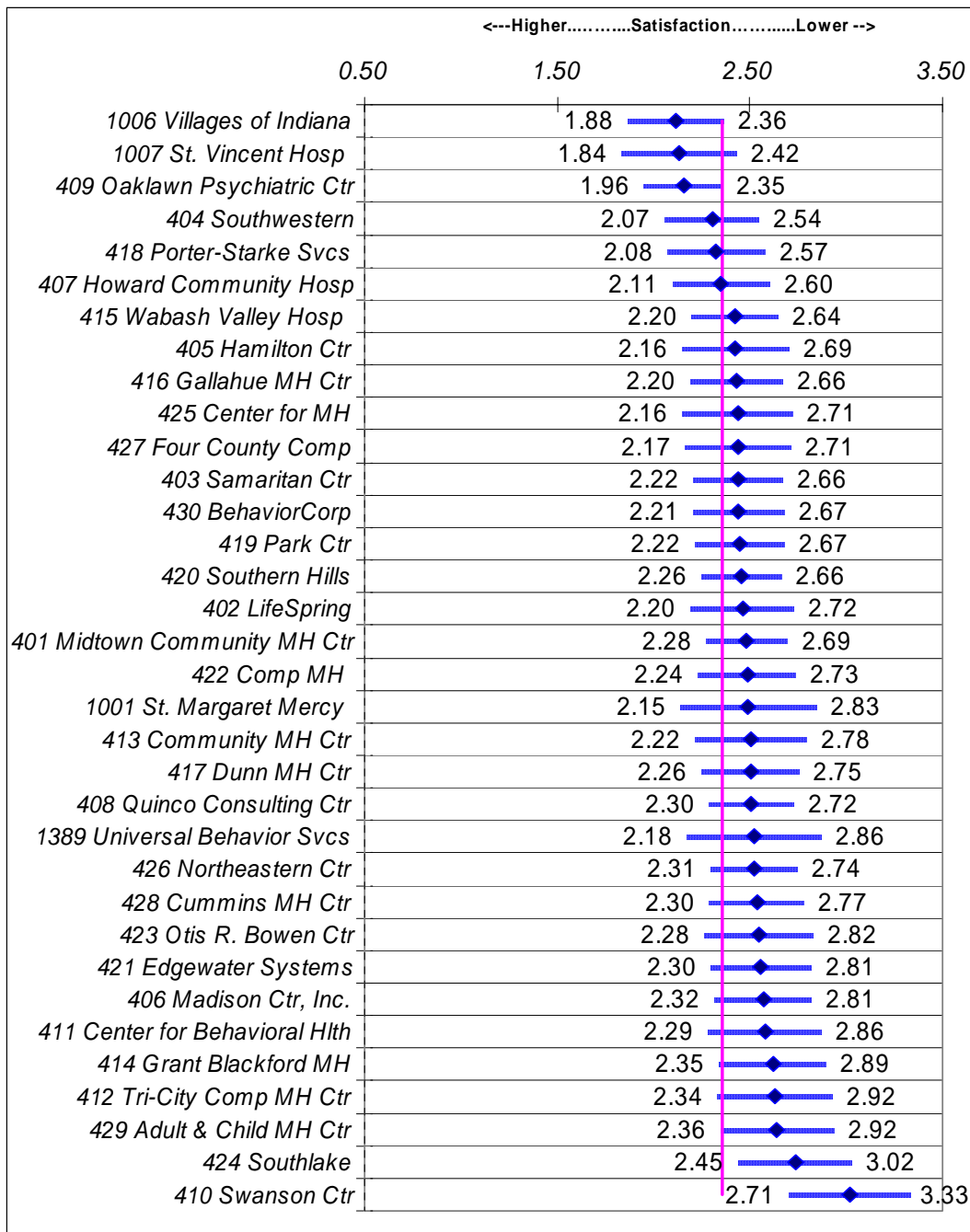
**p < 0.001 (highly significant differences)

*p < 0.01 (moderately significant differences)

GRAPH SUMMARY: Parents/caretakers of children who receive mental health services are more satisfied with participation in treatment planning at some mental health care agencies than at others, but the difference is mainly between moderate satisfaction and high satisfaction.

Statistically, parents/caretakers of child consumers rate providers different on the Participation in Treatment Planning category (see Appendix 6). Providers shown at the top of the graph with a double asterisk (“**”) receive higher consumer satisfaction scores than those at the bottom with a double asterisk (“**”); these differences are not due to chance. The same is true for those providers with one asterisk (“*”), but the statistical differences are moderate to high. All providers had average (mean) scores under the 2.50 threshold for dissatisfaction. The differences between providers would be between providers that achieved high versus moderate satisfaction. The lack of interval overlap supports these conclusions.

Graph 14. YSS-F Parent/Caretaker Survey, Positive Service Outcomes



GRAPH SUMMARY: Parents/caretakers of children who receive mental health services have moderate satisfaction with their outcomes at the mental health care agencies. The overall satisfaction with outcomes could be higher, but these same results are also found in the Midwestern states and all states nationally.

Statistical analyses of the YSS-F parent/caretaker survey show that the providers do have very minimal statistical differences on their experiences of Positive Service Outcomes (See Appendix 6, $p=0.018$). Some providers had average (mean) scores above the 2.50 threshold for dissatisfaction. From Provider 408 (about midway down the graph) descending to the last provider, 410, there were average scores at or above 2.50, indicating dissatisfaction. There are overlapping intervals for nearly all the providers, as shown by the trend line. Where the intervals do not overlap, there are differences among providers.

Project Summary

This Consumer Satisfaction Survey Report Card for Hoosiers served in State Fiscal Year 2004 (July 1, 2003 to June 30, 2004) examines consumer satisfaction with mental health services provided by 34 state-contracted mental health care agencies in Indiana. Consumers surveyed were either adults with serious mental illness (SMI) or parents/caretakers of children and adolescents with serious emotional disturbance (SED) who were enrolled in the Hoosier Assurance Plan (HAP).

Indiana University Center for Survey Research (CSR) was contracted to perform this telephone survey of Indiana mental health consumers. Survey participants were a portion, or sample, of all the persons who received HAP services. Participants could refuse to participate in this survey and could refuse to answer any question in the survey.

Two well-developed, national-level survey instruments were used in this survey: The Mental Health Statistics Improvement Program (MHSIP) 28-Item Adult Consumer Satisfaction Survey (“MHSIP survey”) and the Youth Services Survey for Families (“YSS-F survey”), which collects data on parent/caretaker satisfaction with child/adolescent services. Currently, 47 states are using the MHSIP survey and 29 states are using the YSS-F survey. These survey data are used to fulfill Indiana’s Mental Health Block Grant reporting requirements, which helps ensure the receipt of over \$8 million dollars for adult and child mental health services. After final DMHA revisions to the data, there were 3,938 completed surveys; 1,967 for adults with Serious Mental Illness (SMI) and 1,971 for parents/caretakers of children/adolescents with Serious Emotional Disturbance (SED).

The “Participation in Treatment Planning” MHSIP adult survey category and the “Good Service Access” YSS-F parent/caretaker survey category may not give consistent results over repeated data measurements. Some caution should be used when interpreting any results of these categories. For example, no consumer satisfaction differences were found for either the MHSIP “Participation” category or the YSS-F “Good Access” category. This is interpreted to mean that all consumers were equally satisfied with all providers on these two categories. If these survey data are not measuring consistently, then this result may not be true and there may be some differences in consumer satisfaction.

The sample sizes were adequate and the survey results can be generalized to the larger populations served by the providers. This means that the responses given by the consumers surveyed for this report are the same as responses that would be given by all consumers served at a given provider agency.

A variety of methods were used nationally to collect the MHSIP and YSS-F survey data. Telephone methods, like those used in Indiana, tend to result in lower scores. In general, regional and national MHSIP and YSS-F survey scores are higher than Indiana scores, but phone survey method scores from five states tended to be lower than Indiana satisfaction scores. Indiana does score higher than regional and national surveys on the YSS-F survey Cultural Sensitivity category.

In general, the MHSIP adult survey category results have stayed fairly stable across three State Fiscal Years (2002, 2003, and 2004), although Participation in Treatment Planning may show some improvement over the years. On the YSS-F parent/caretaker survey, the SFY2004 scores, which are the focus of this report card, tended to be lower than scores from SFY2003. The YSS-F scores appear to fluctuate more than the MHSIP scores. No statement can be made at this date about trends or changes in the survey scores. When the SFY2005 and SFY2006 survey findings are added to SFY2002-SFY2004 findings, a greater understanding may be achieved about change over time in provider satisfaction levels.

Statistically, no providers of adult mental health services were found to be different from each other in terms of consumer satisfaction. Parents/caretakers of children and adolescents with SED did indicate statistical differences in their provider satisfaction on two categories: General Satisfaction and Participation in Treatment Planning. For both categories, the differences in satisfaction among providers are minimal, and despite the statistical differences, the practical differences between all providers would be between providers that achieved high satisfaction and providers that achieved satisfaction.

Individual Provider Graphs

In the section that follows, each service provider has one page that summarizes the results of the MHSIP adult survey and the YSS-F parent/caretaker survey (if appropriate). The individual provider results are compared to state and national scores. Because national scores are composed of the total percentage of positive responses received in the surveys, the results for the Indiana service providers are presented in the same way. Each survey has multiple questions that are aggregated into five categories, as explained in the “Project Methods” section of this report, and each provider graph reflects those five categories.

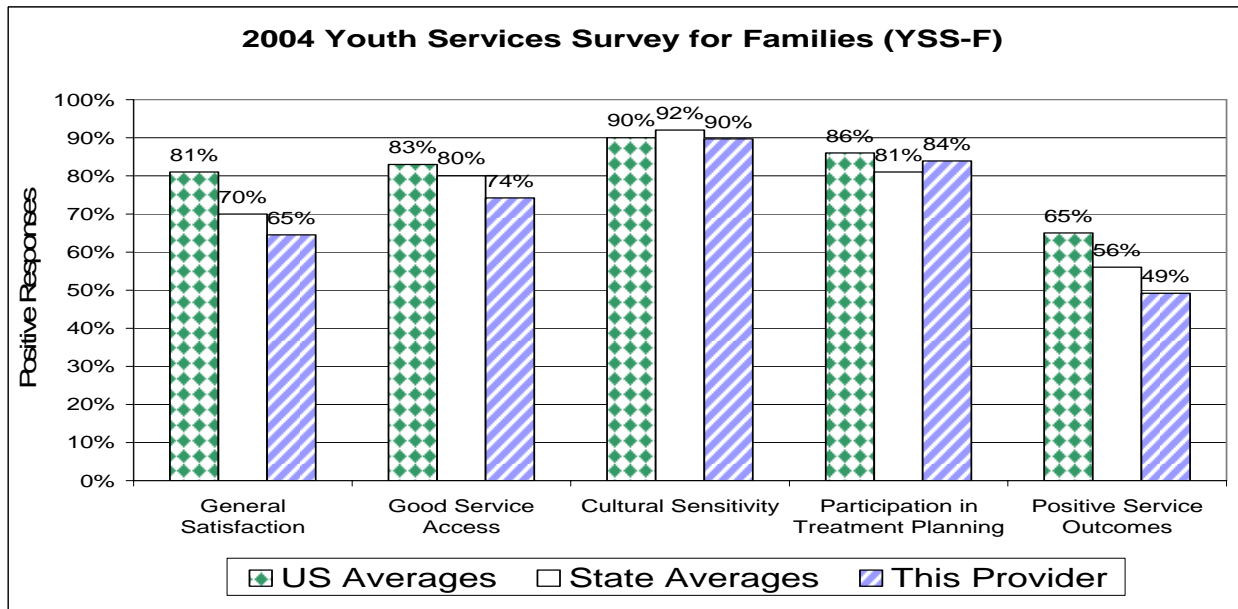
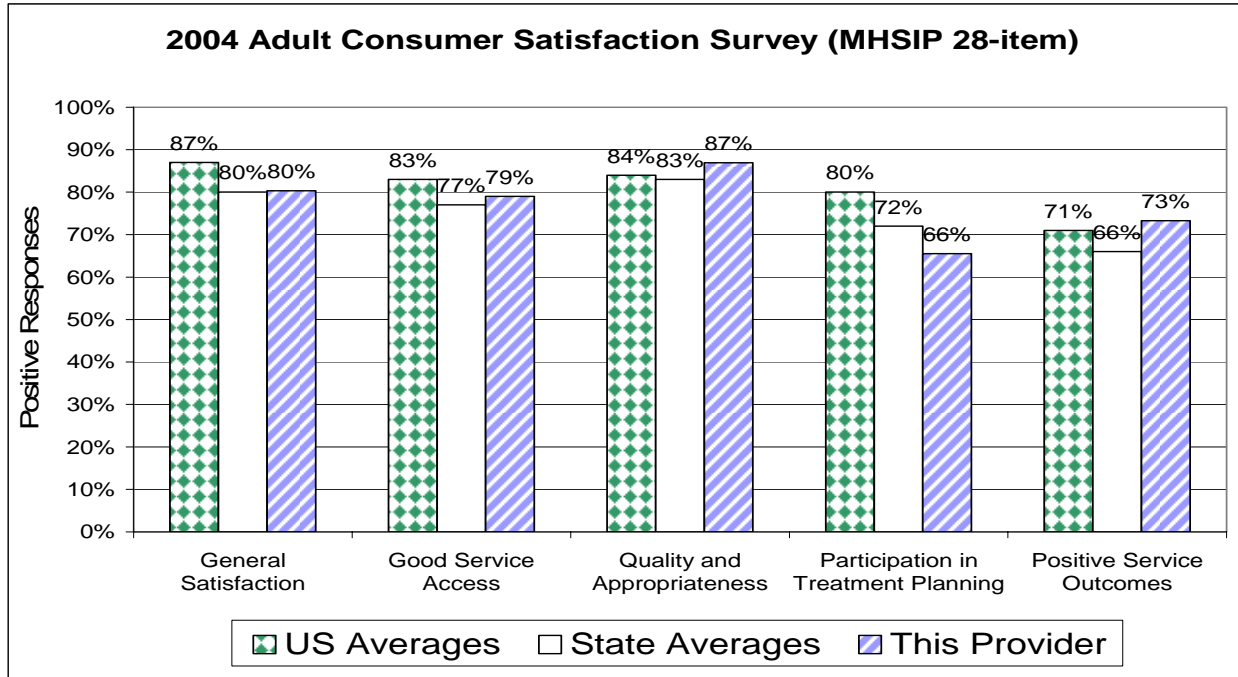
Adult and Child Mental Health Center, Inc.
429
8320 Madison Avenue
Indianapolis, IN 46227
(317) 882-5122

CEO

A. Robert Dunbar

Contact Person

Jean Schlosser
 Director Quality Improvement
 Phone: (317) 882-5122
 Fax: (317) 888-8642
 E-mail: jschloss@adultchild.org



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

BehaviorCorp, Inc.
430
697 Pro-Med Lane
Carmel, IN 46032-5323
(317) 587-0500

CEO

Larry Burch

Contact Person

Jeff Davis Ph. D.

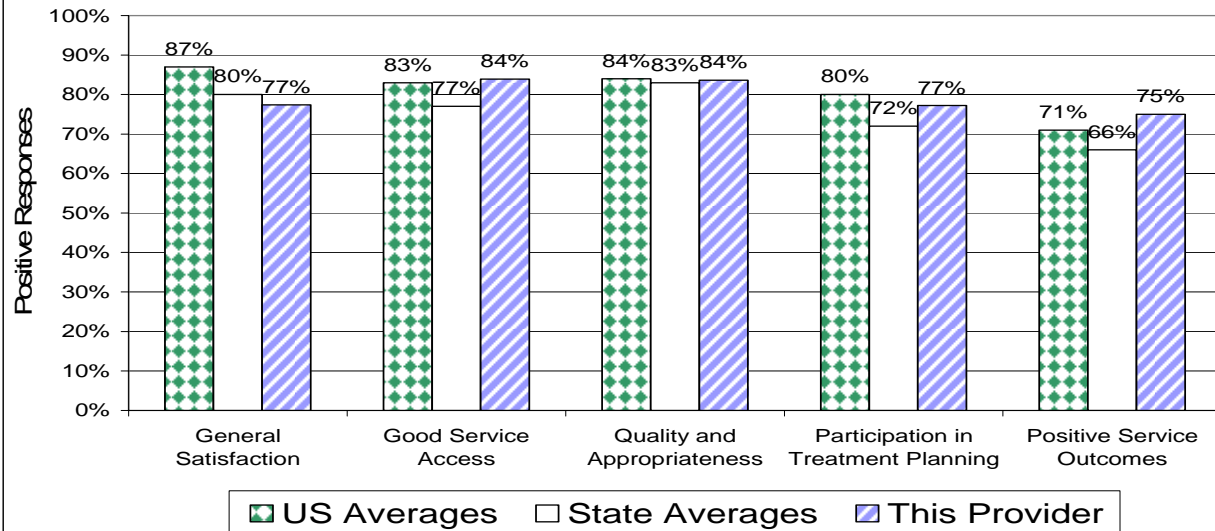
Associate Director Clinical Programs

Phone: (317) 587-0546

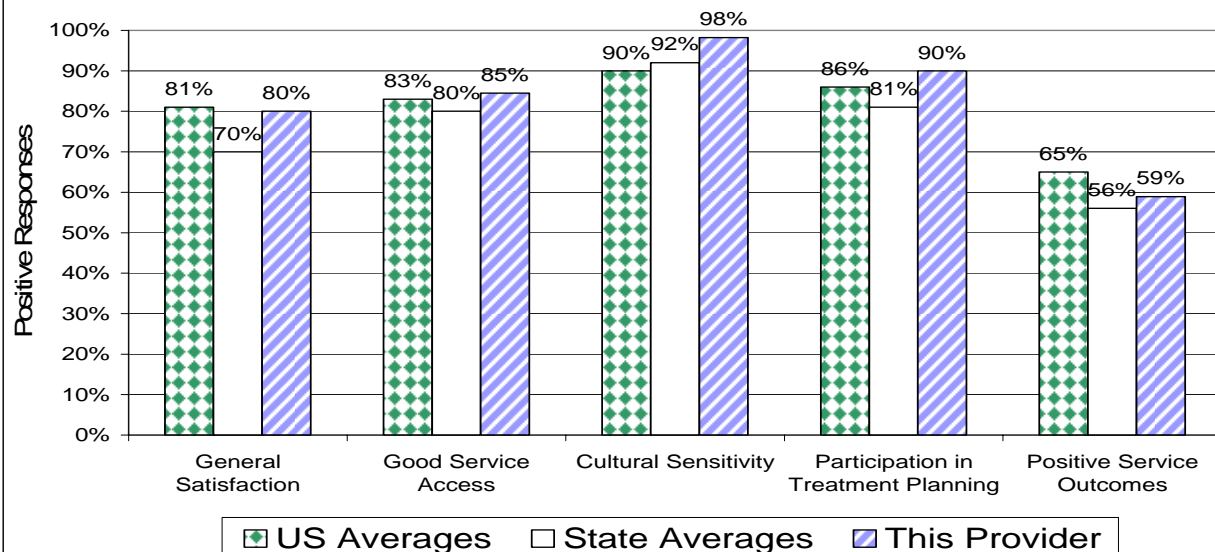
Fax: (317) 574-1234

E-mail: jdavis@behaviorcorp.org

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Center for Behavioral Health
411
645 South Rogers
Bloomington, IN 47403
(812) 339-1691

CEO

Dennis P. Morrison PHD

Contact Person

Linda Lumsden BA

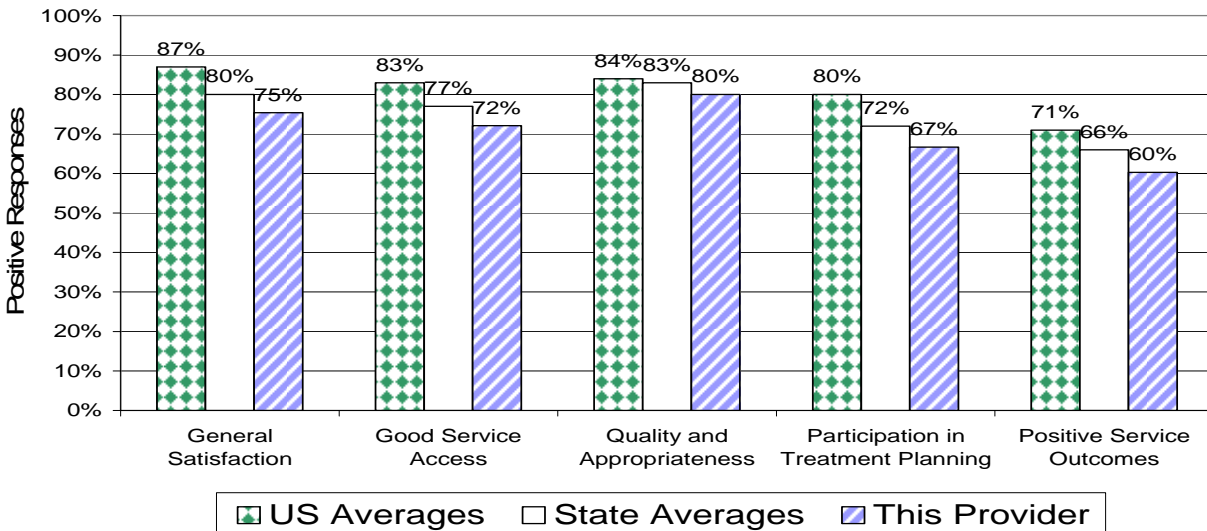
QI Manager

Phone: (812) 337-2343

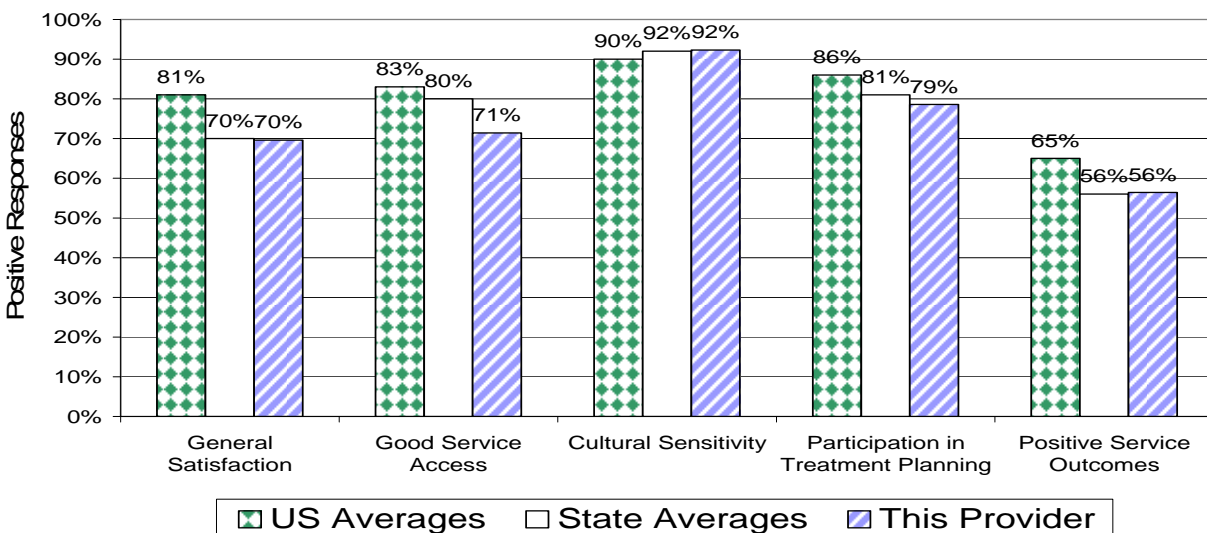
Fax: (812) 337-2438

E-mail: llumsden@the-center.org

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Center for Mental Health, Inc.
425
1100 Broadway
Anderson, IN 46012
(765) 649-8161

CEO

Richard DeHaven

Contact Person

Barbara Scott MSW, ACSW

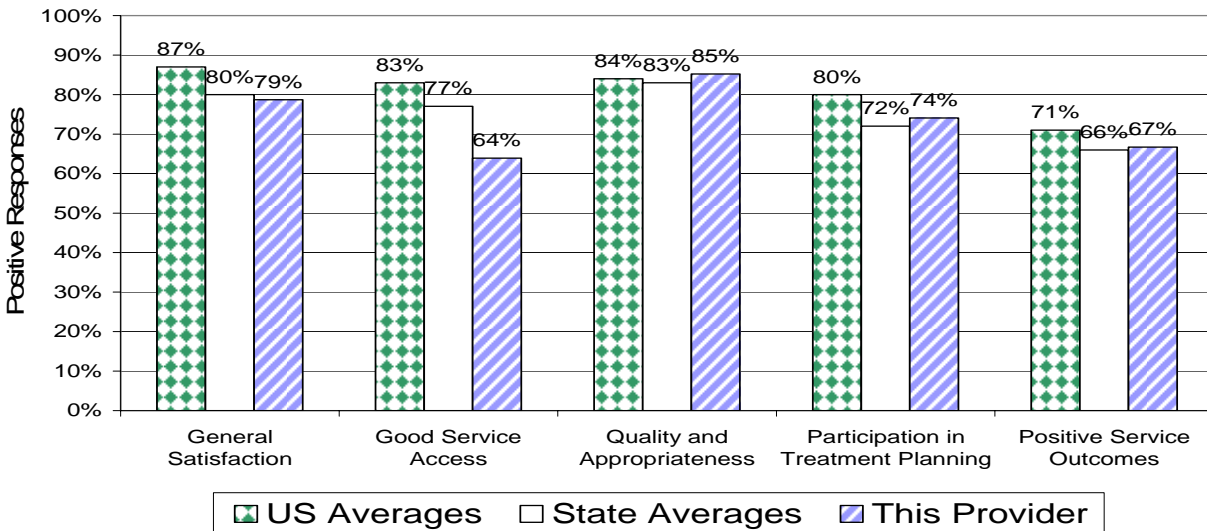
COO

Phone: (765) 649-8161

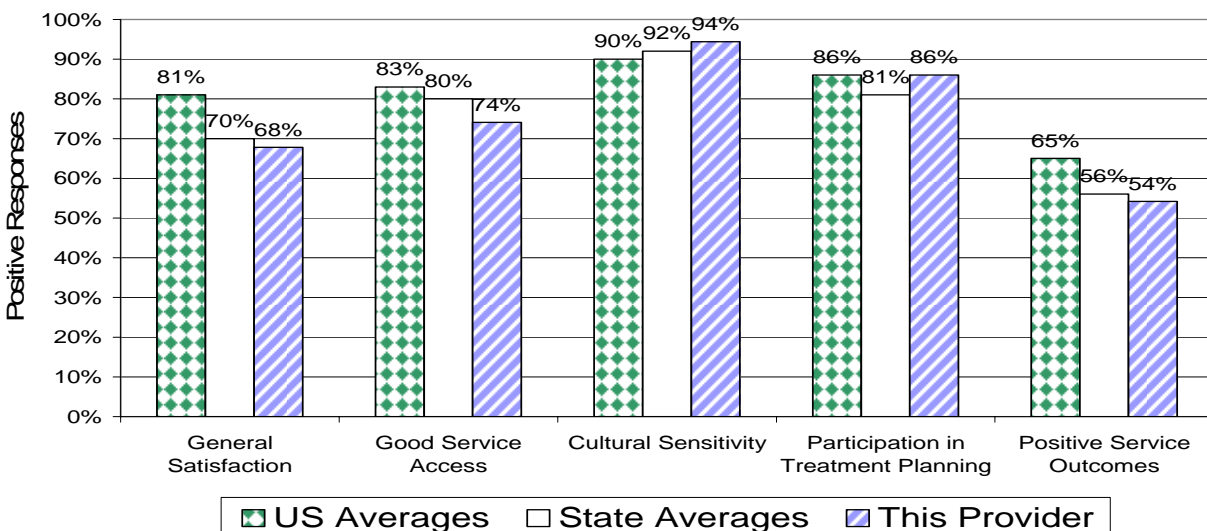
Fax: (765) 641-8238

E-mail: scottb@csmh.org

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Community Mental Health Center, Inc.
413
285 Bielby Road
Lawrenceburg, IN 47025
(812) 537-1302

CEO

Joseph D. Stephens

Contact Person

Tom Talbot

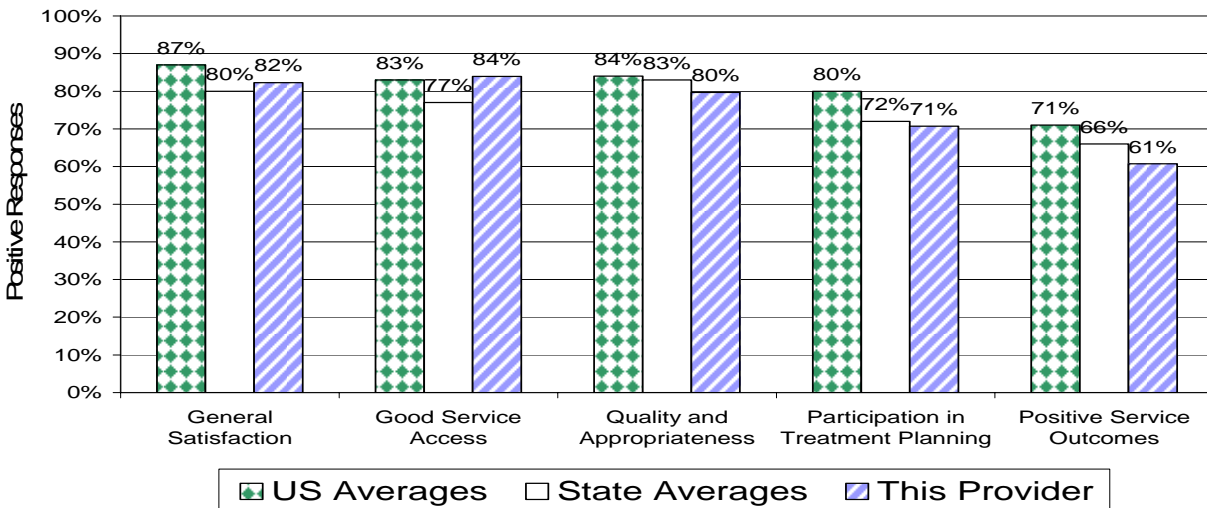
Director of Performance Improvement & Information

Phone: (812) 537-1302

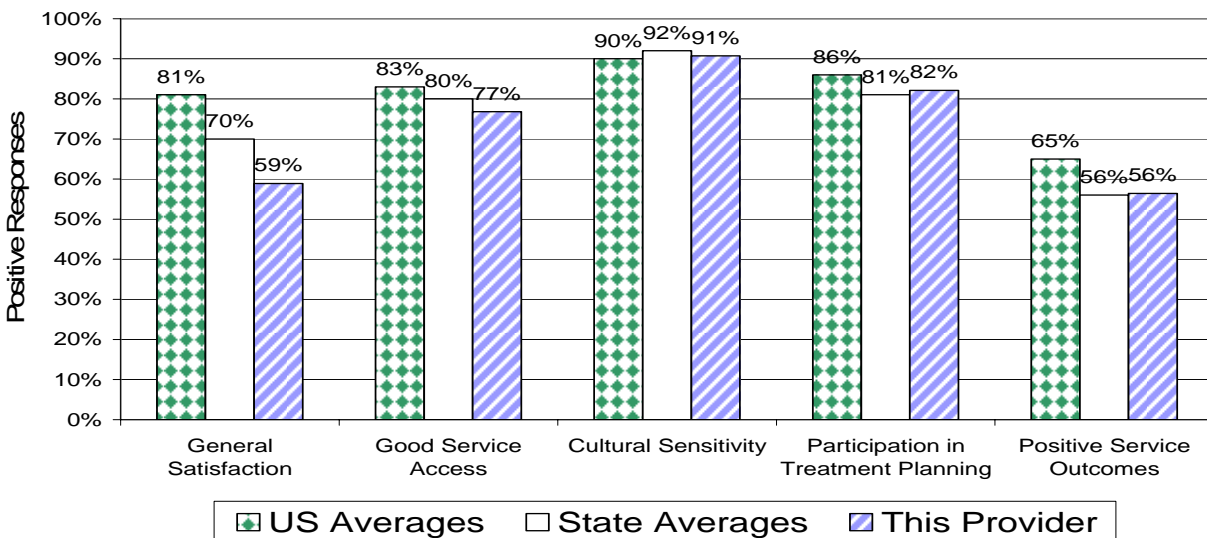
Fax: (812) 537-0194

E-mail: iopdir@cmhcinc.org

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

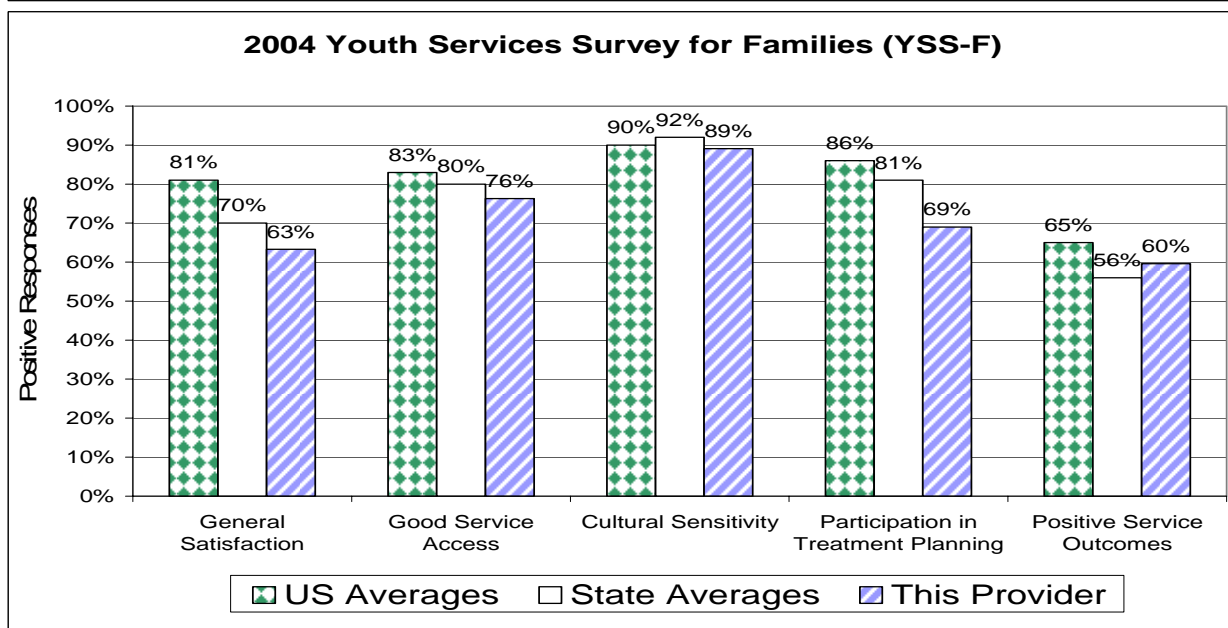
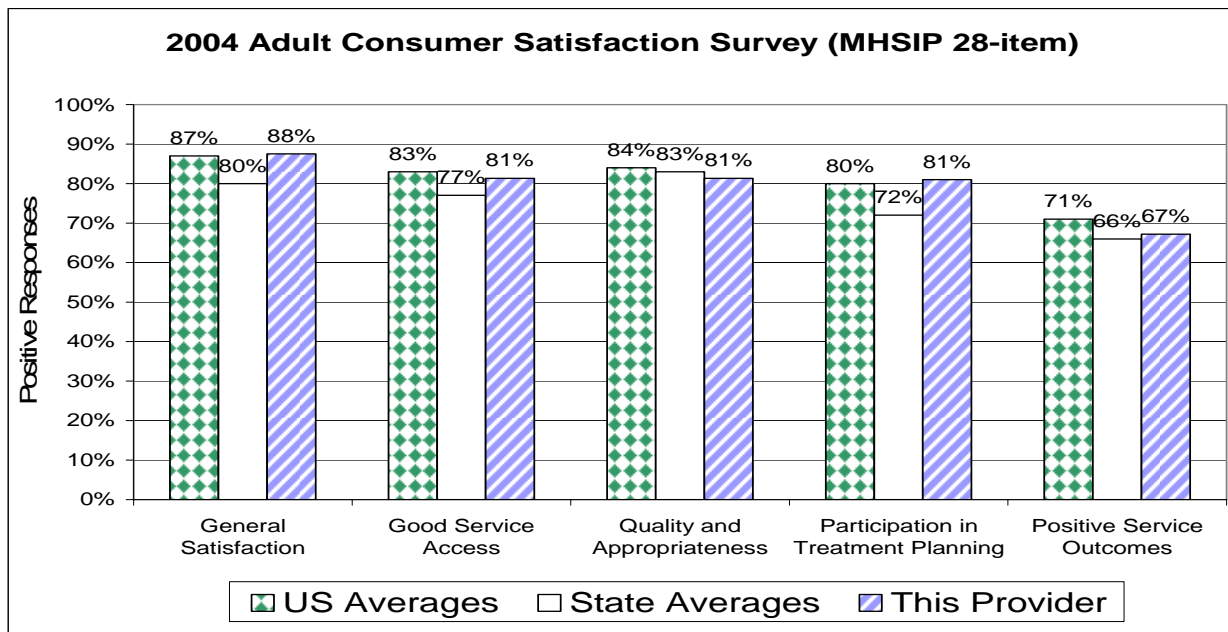
Comprehensive Mental Health Services, Inc.
422
240 N. Tillotson Avenue
Muncie, IN 47304
(765) 288-1928

CEO

Hank Milius

Contact Person

Gary Garofolo
 Director of System Services and Quality
 Phone: (765) 521-2450
 Fax: (765) 741-0310
 E-mail: garafolog@cmhseci.org



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Cummins Mental Health Center, Inc.
428
6655 East U.S. 36
Avon, IN 46123
(317) 272-3330

CEO

Ann Borders

Contact Person

Ann Borders

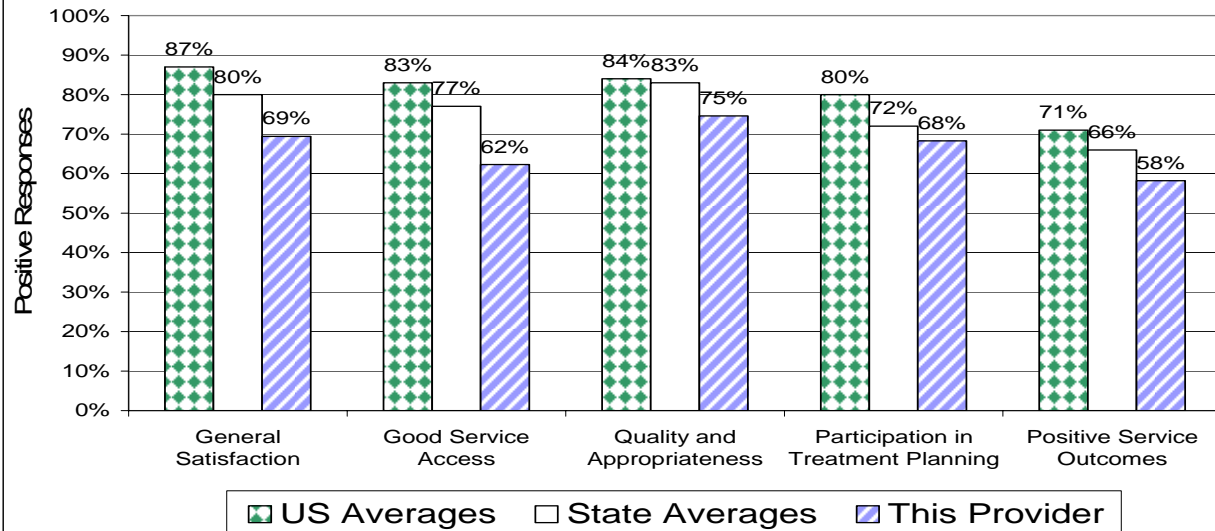
Director of County Operations

Phone: (317) 272-3330

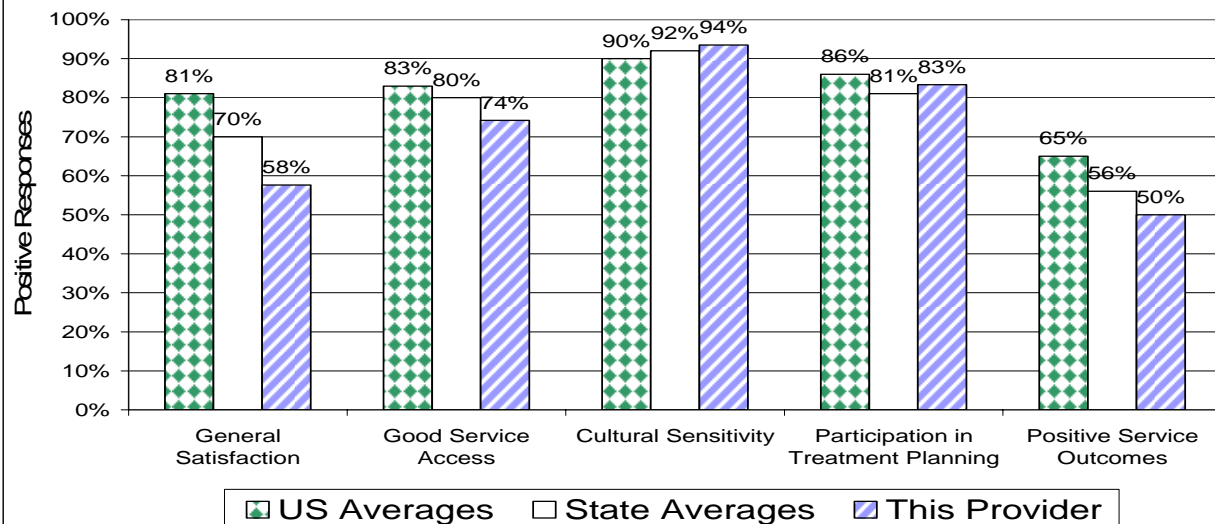
Fax: (317) 272-3331

E-mail: aborders@cumminsmhn.com

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Dunn Mental Health Center, Inc.

417

630 East Main Street, 2nd Fl

Richmond, IN 47374

(765) 983-8005

CEO

Kay Whittington PHD

Contact Person

Clare Bond

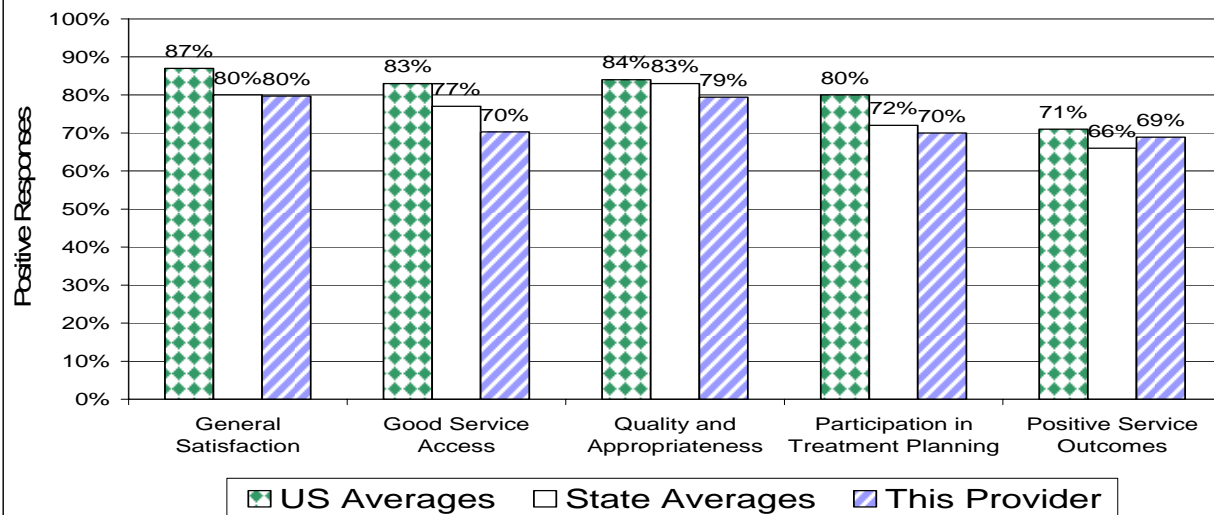
Chief of Marketing & Product Development

Phone: (765) 983-8005

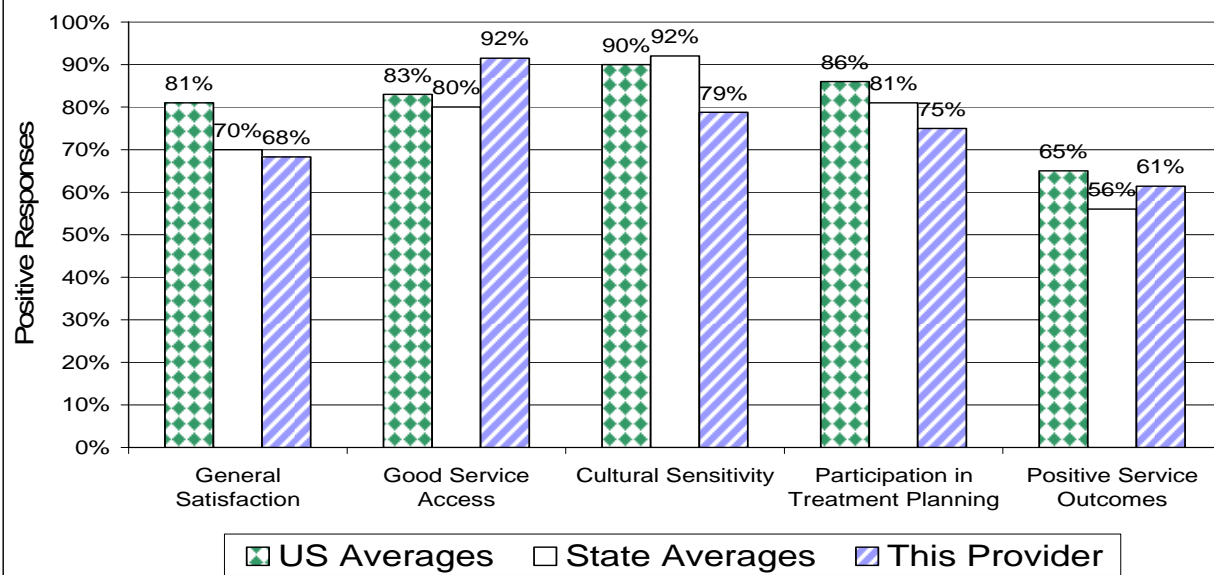
Fax: (765) 983-8019

E-mail:

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Edgewater Systems For Balanced Living, Inc.

421

1100 West 6th Avenue

Gary, IN 46401-1711

(219) 885-4264

CEO

Danita Johnson-Hughes PHD

Contact Person

Ashvin Sheth ACSW,LCSW

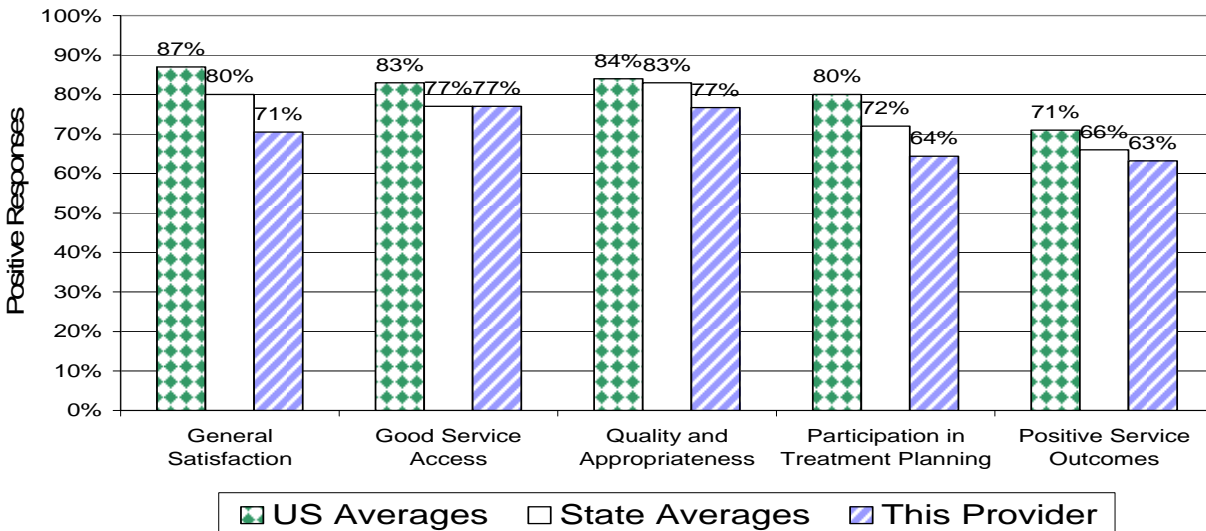
Chief Clinical Officer

Phone: (219) 885-4264, ext. 2470

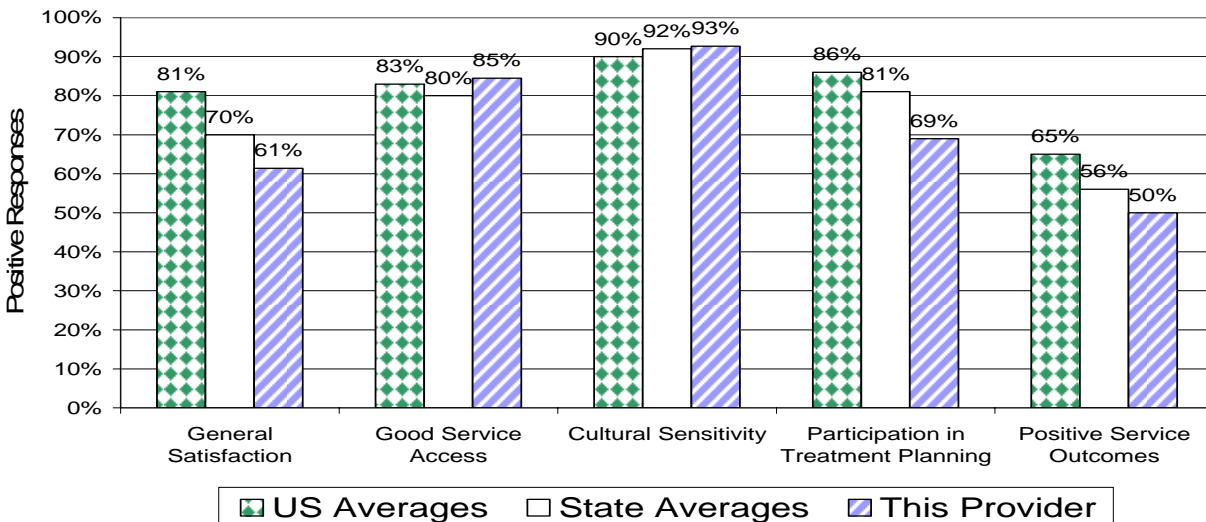
Fax: (219) 882-7517

E-mail: asheth@edgewaterSystems.org

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Four County Counseling Center
427
1015 Michigan Avenue
Logansport, IN 46947
(574) 722-5151

CEO

Lawrence R. Ulrich

Contact Person

Dick Farr

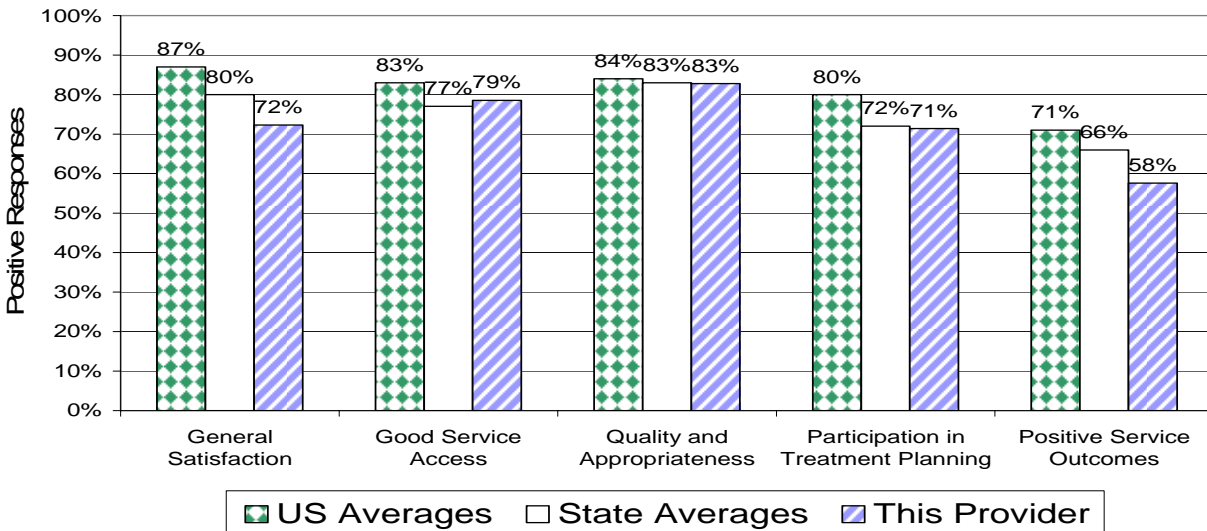
Marketer

Phone: (574) 722-5151, ext. 360

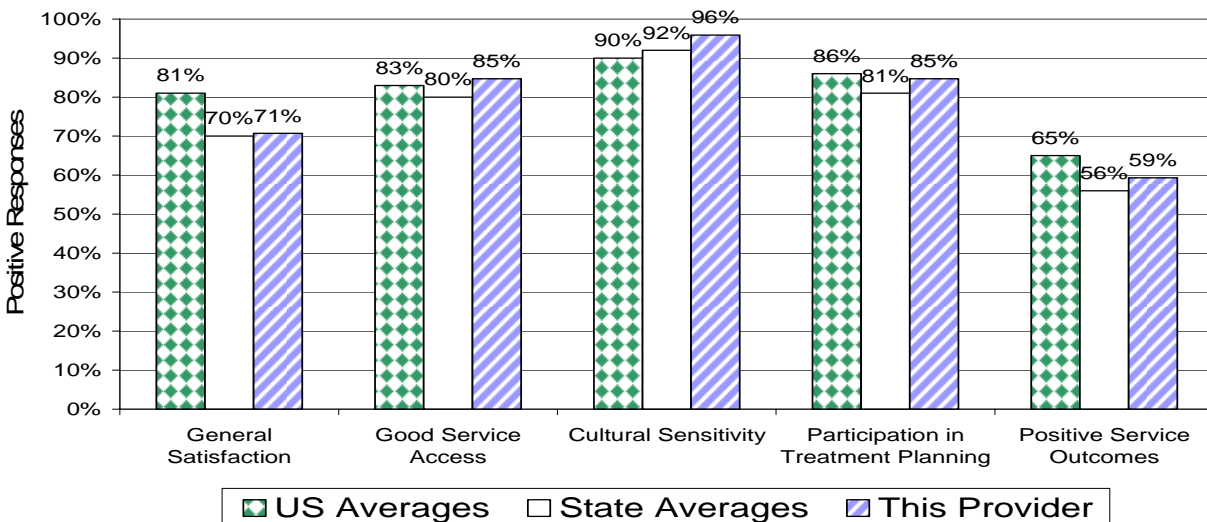
Fax: (574) 722-9523

E-mail: dfarr@fourcounty.org

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Gallahue Mental Health Center
416
6950 Hillsdale Court
Indianapolis, IN 46250
(317) 621-7600

CEO

Eric Crouse PHD

Contact Person

Le Stephan MA, CCSW

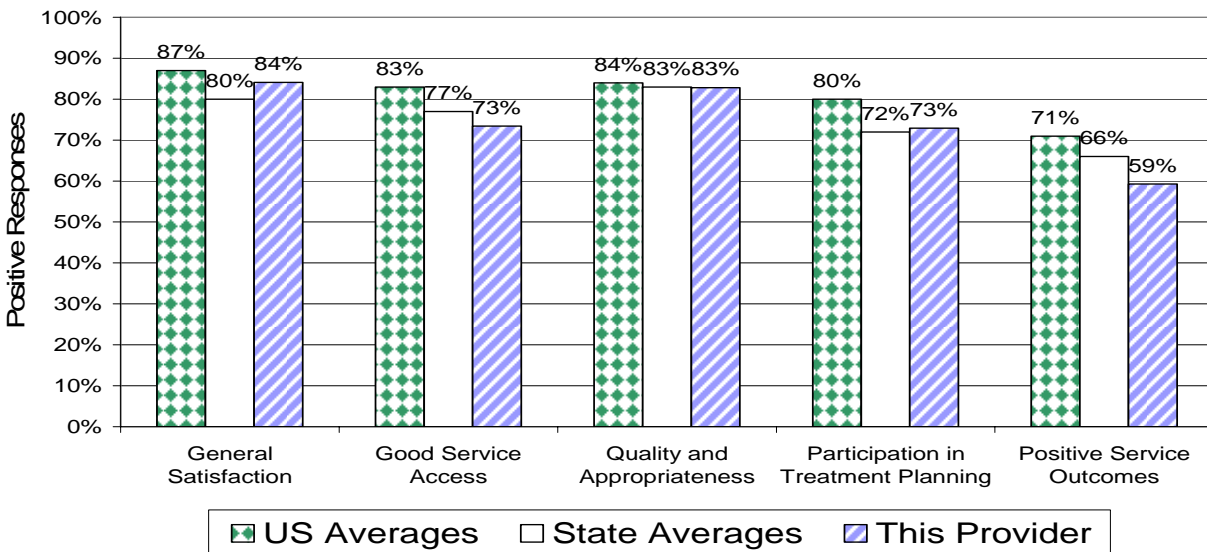
Operations Manager

Phone: (317) 355-5394

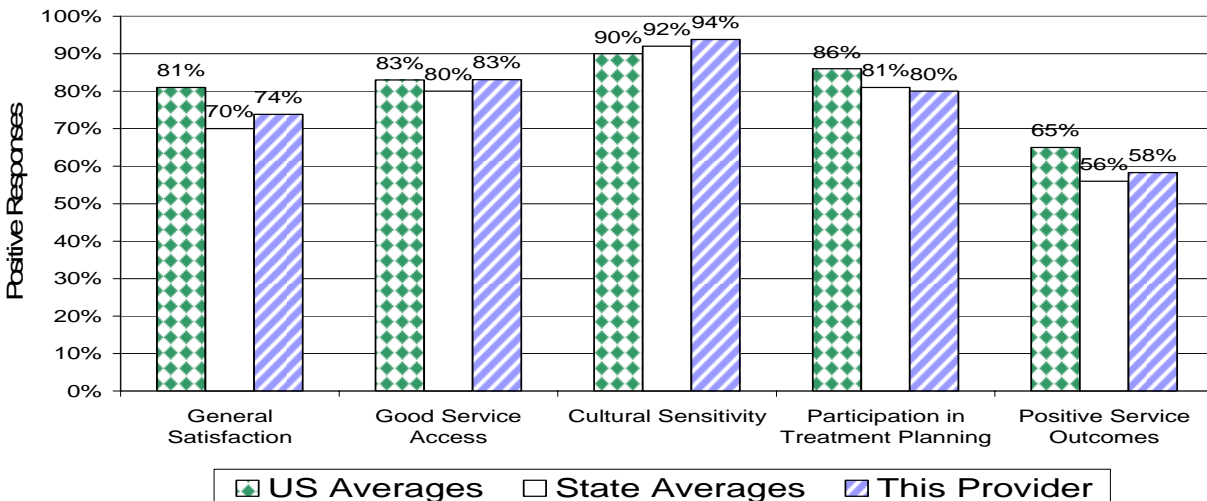
Fax: (317) 621-7608

E-mail: lstephan@community.com

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Grant Blackford Mental Health, Inc.

414

505 Wabash Avenue

Marion, IN 46952

(765) 662-3971

CEO

Paul G. Kuczora

Contact Person

Margie Sullivan

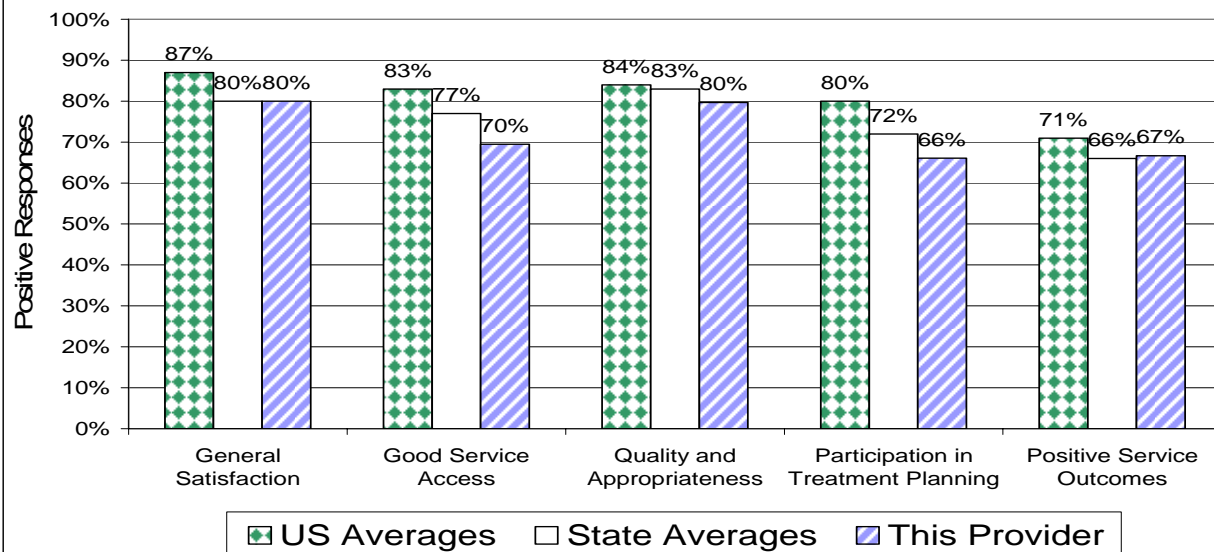
Administrative Secretary

Phone: (765) 662-3971

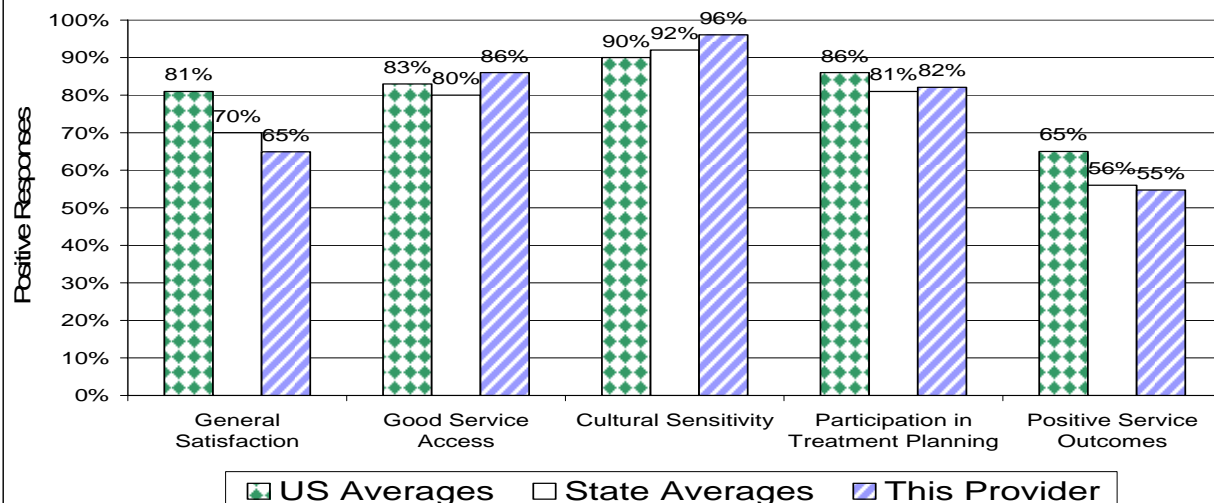
Fax: (765) 662-7480

E-mail:

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Hamilton Center, Inc.
405
620 8th Avenue
Terre Haute, IN 47804
(812) 231-8323

CEO

Galen Goode

Contact Person

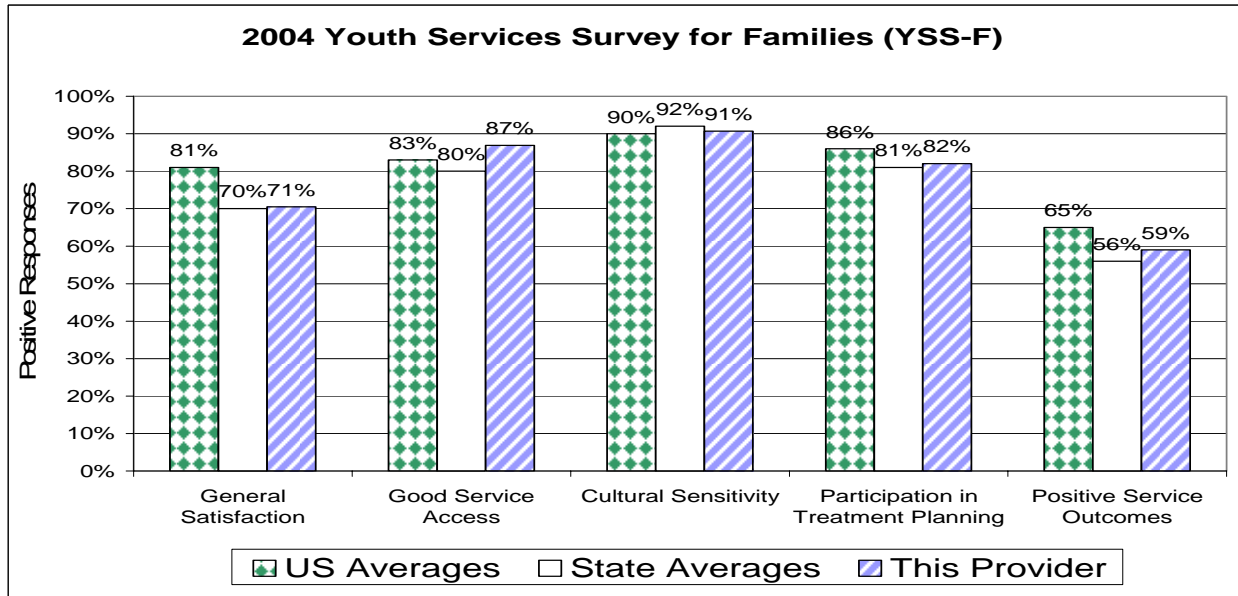
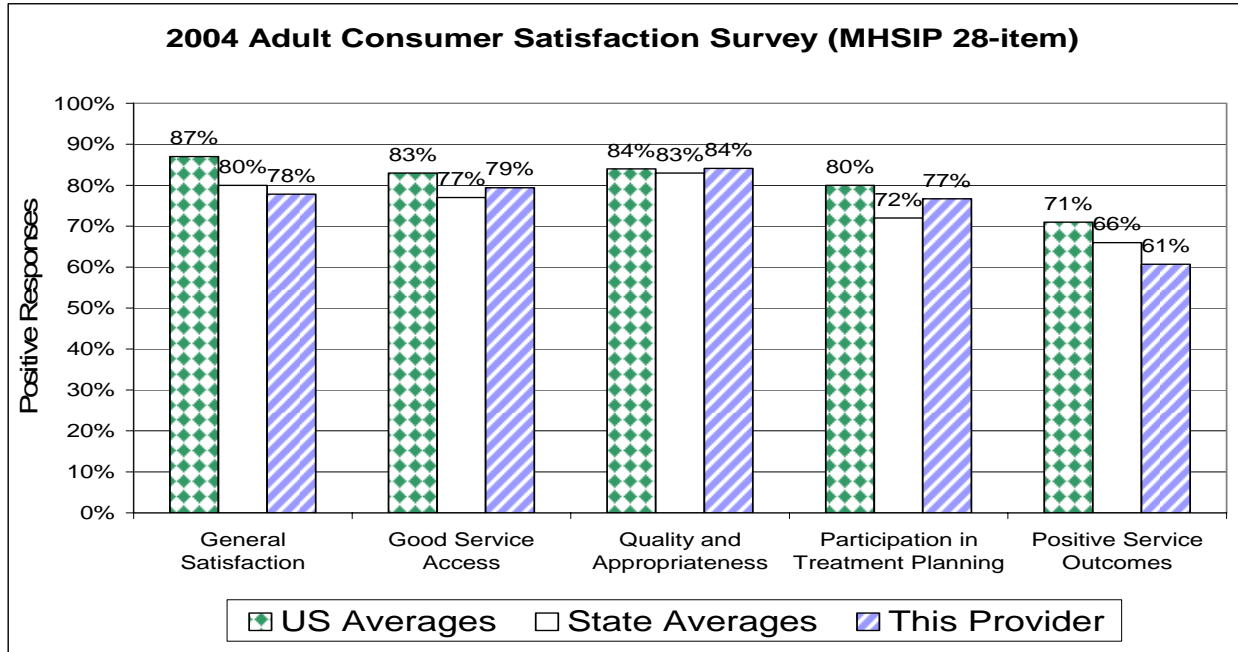
Dana Guthrie BS

CQI Administrator

Phone: (812) 231-8271

Fax: (812) 231-8411

E-mail: dguthrie@hamiltoncenter.org



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Howard Regional Health System
407
3500 South LaFountain
Kokomo, IN 46902
(765) 453-8555

CEO

James Alender

Contact Person

Sue Cardwell

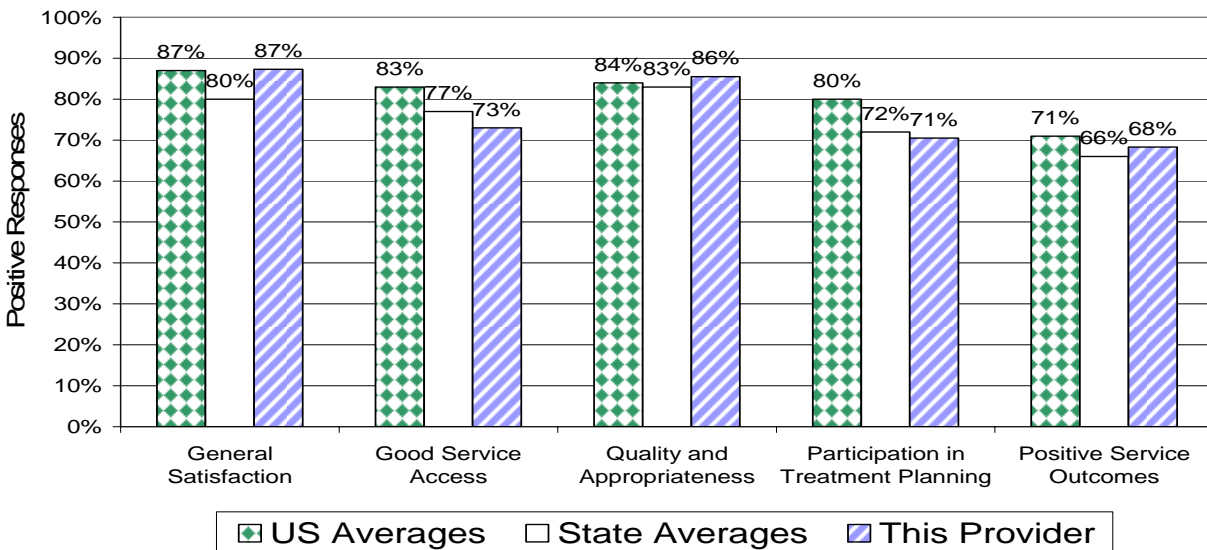
Care/Patient Complaints

Phone: (765) 453-8579

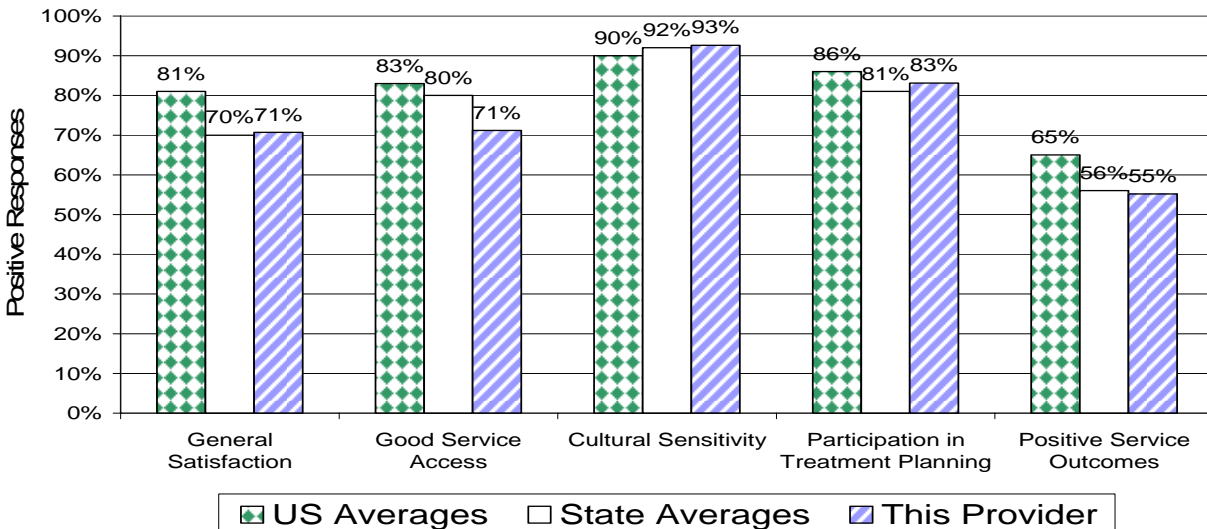
Fax: (765) 453-8114

E-mail:

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

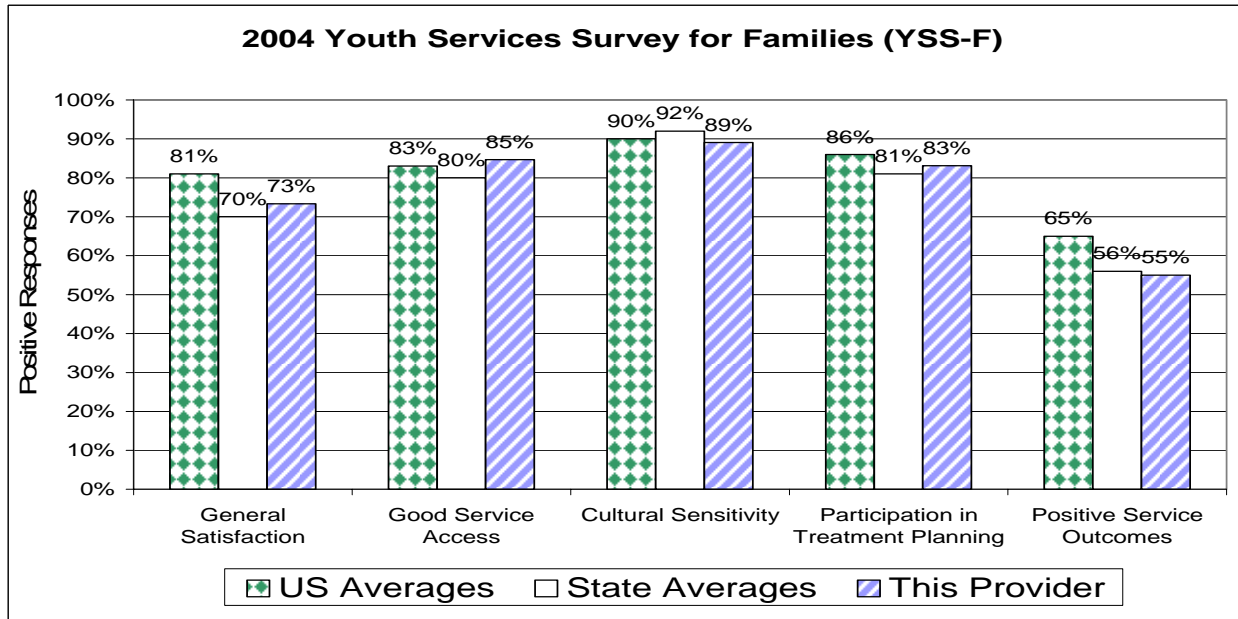
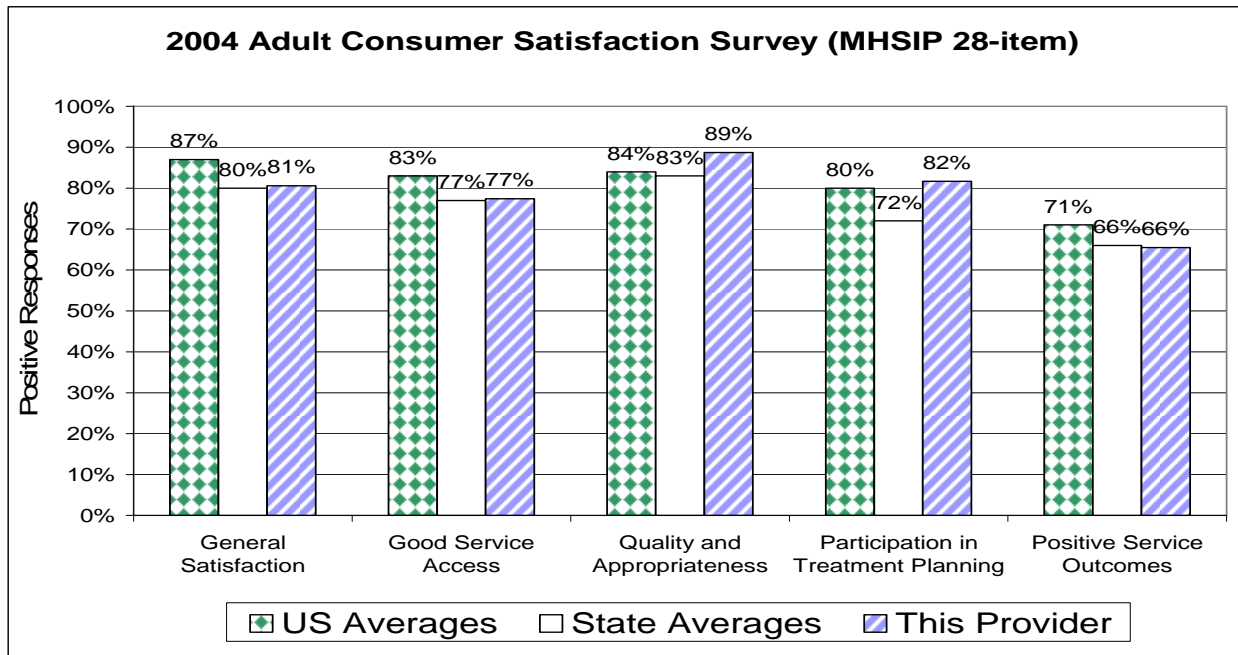
Lifespring Inc.
402
460 Spring Street
Jeffersonville, IN 47130
(812) 206-1234

CEO

Terry Stawar EDD

Contact Person

Elaine Carlisle
 Performace Improvement Specialist
 Phone: (812) 206-1200
 Fax: (812) 206-1229
 E-mail: ecarlisle@lifespr.com



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Madison Center, Inc.
406
403 E Madison Street
South Bend, IN 46617
(574) 234-0061

CEO

Jack Roberts

Consumer Contact

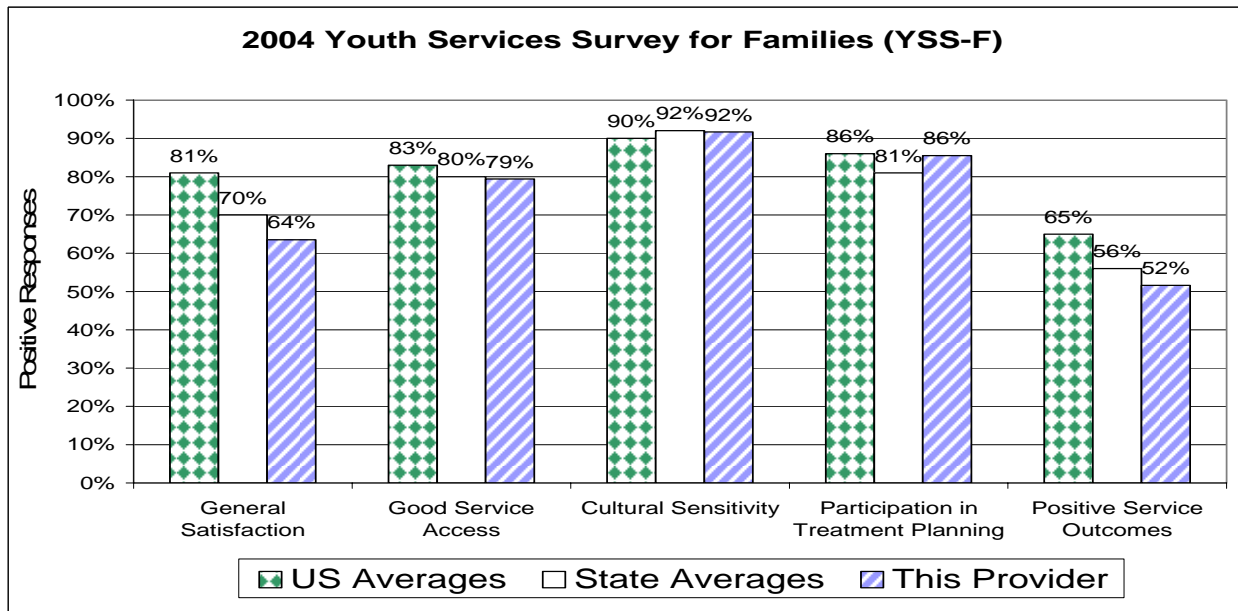
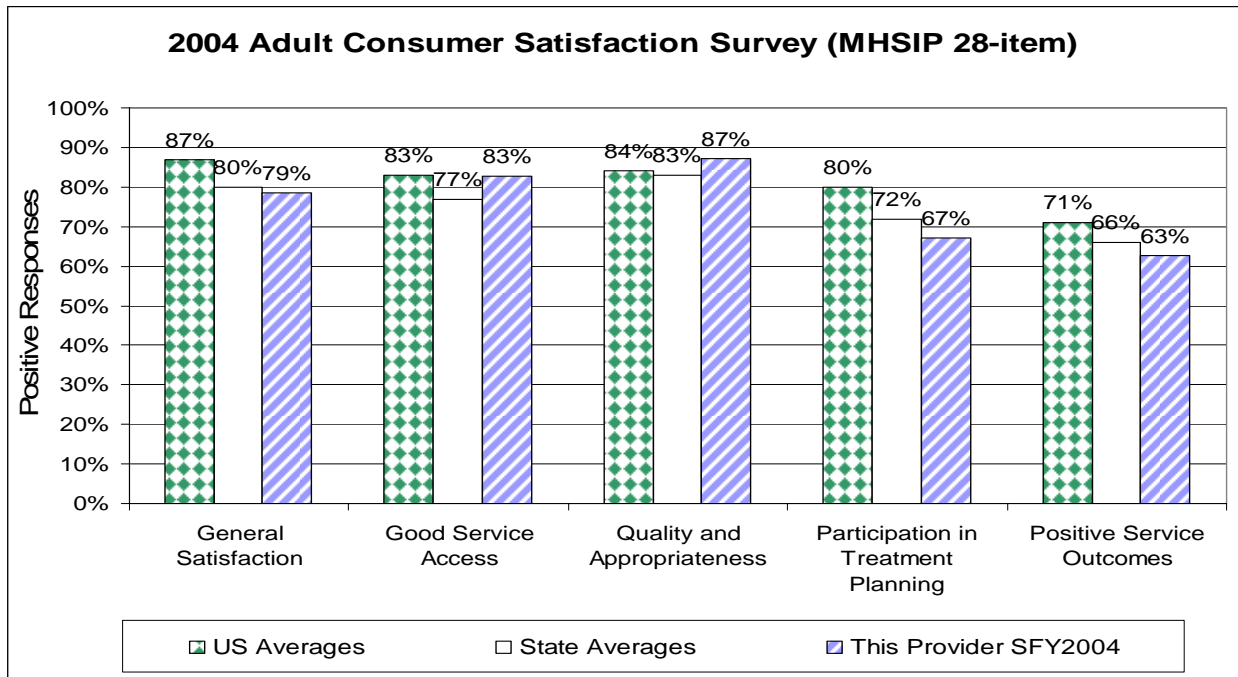
Marzy Bauer MUP

Associate Director

Phone: (574) 283-2108

Fax: (574) 288-5047

E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Midtown Community Mental Health Center
401
1001 West Tenth Street
Indianapolis, IN 46202
(317) 554-2701

CEO

Margaret Payne

Contact Person

Julie Szempruch

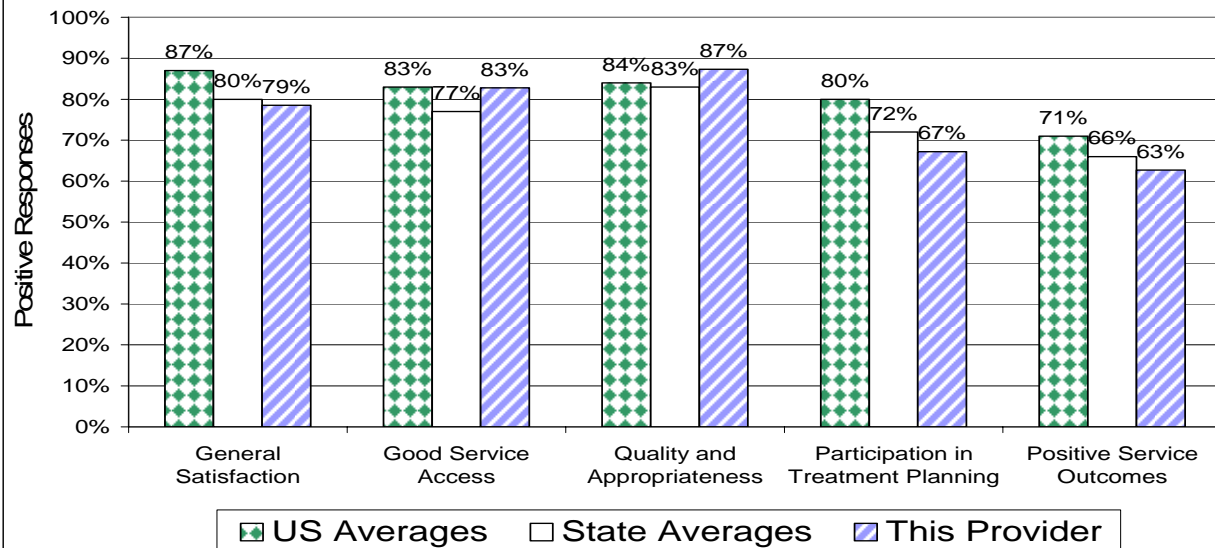
Care Business Director

Phone: (317) 554-2704

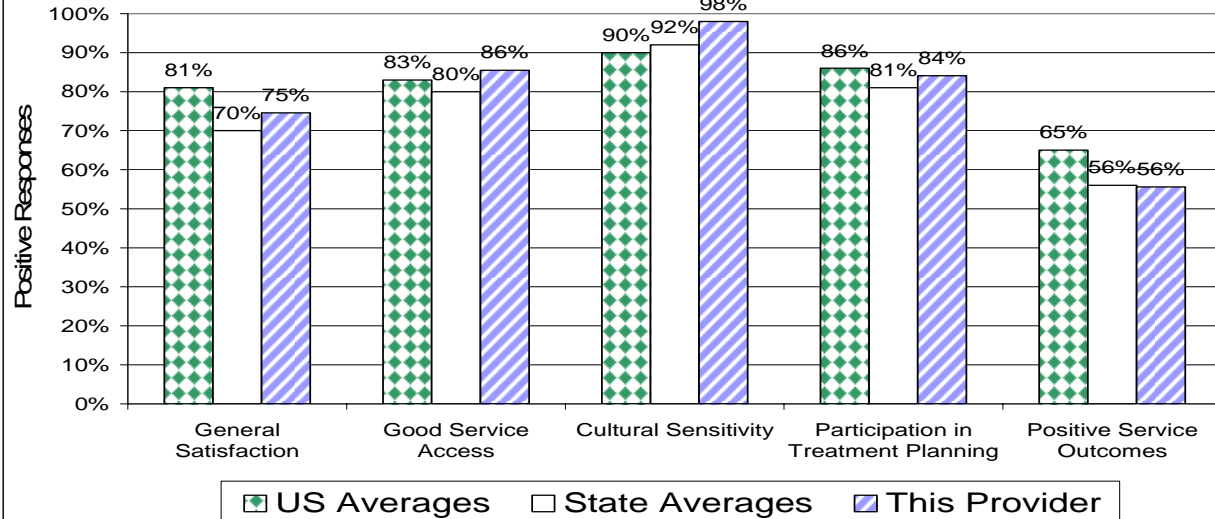
Fax: (317) 554-2721

E-mail: julie.szempruch@wishard.edu

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Northeastern Center
426
220 S Main
Kendallville, IN 46755
(260) 347-2453

CEO

Jeryl Hollister

Contact Person

Sue Sprague MSW, LCSW

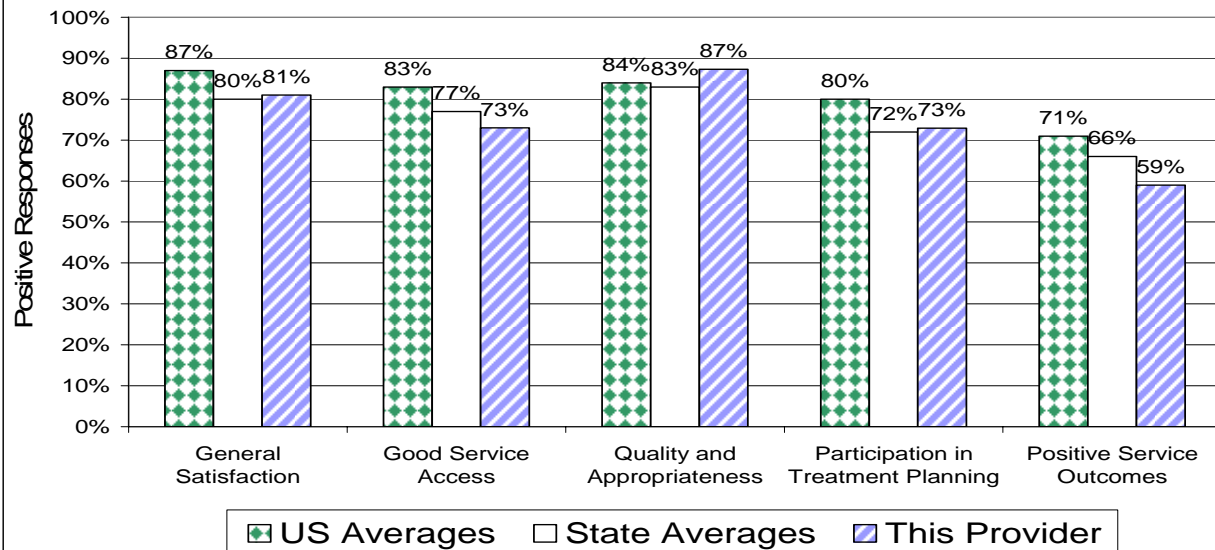
Continuing Care Director

Phone: (260) 347-2453

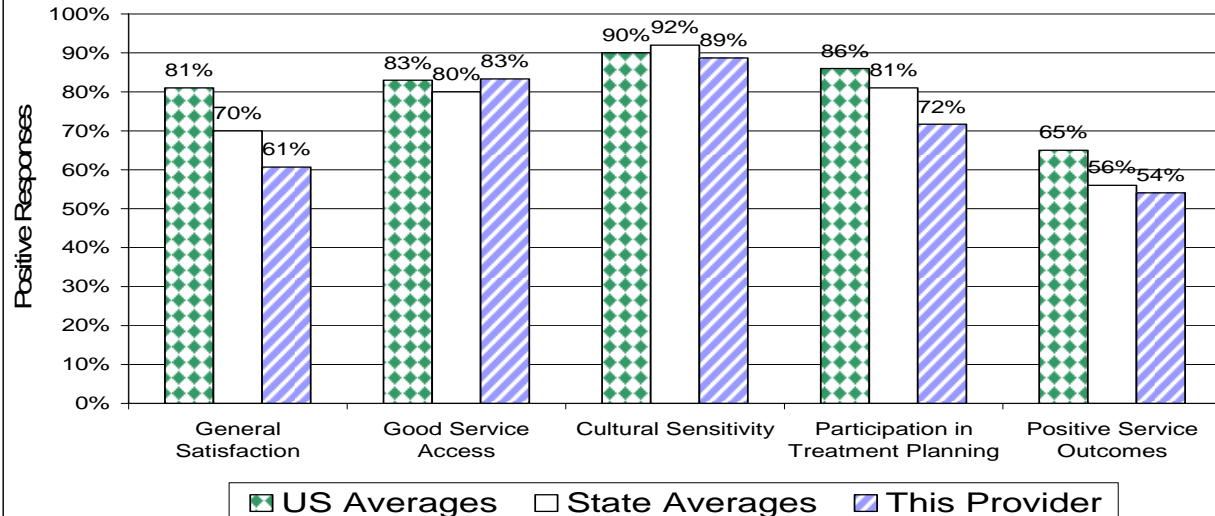
Fax: (260) 347-2456

E-mail: ssprague@northeastern.org

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

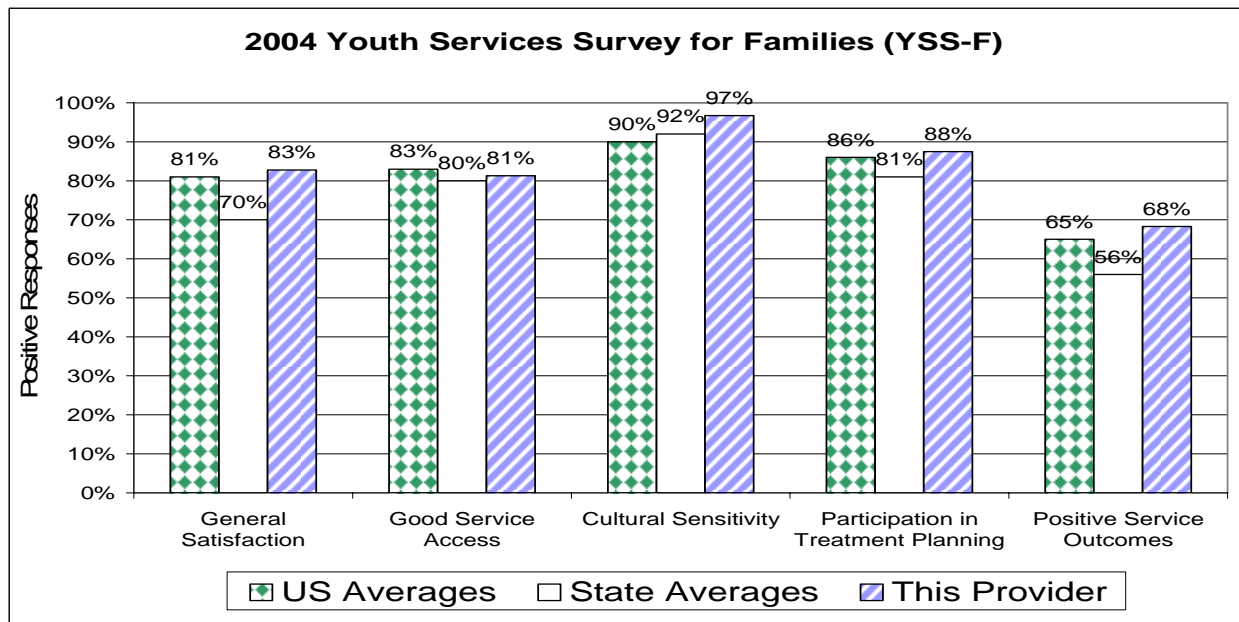
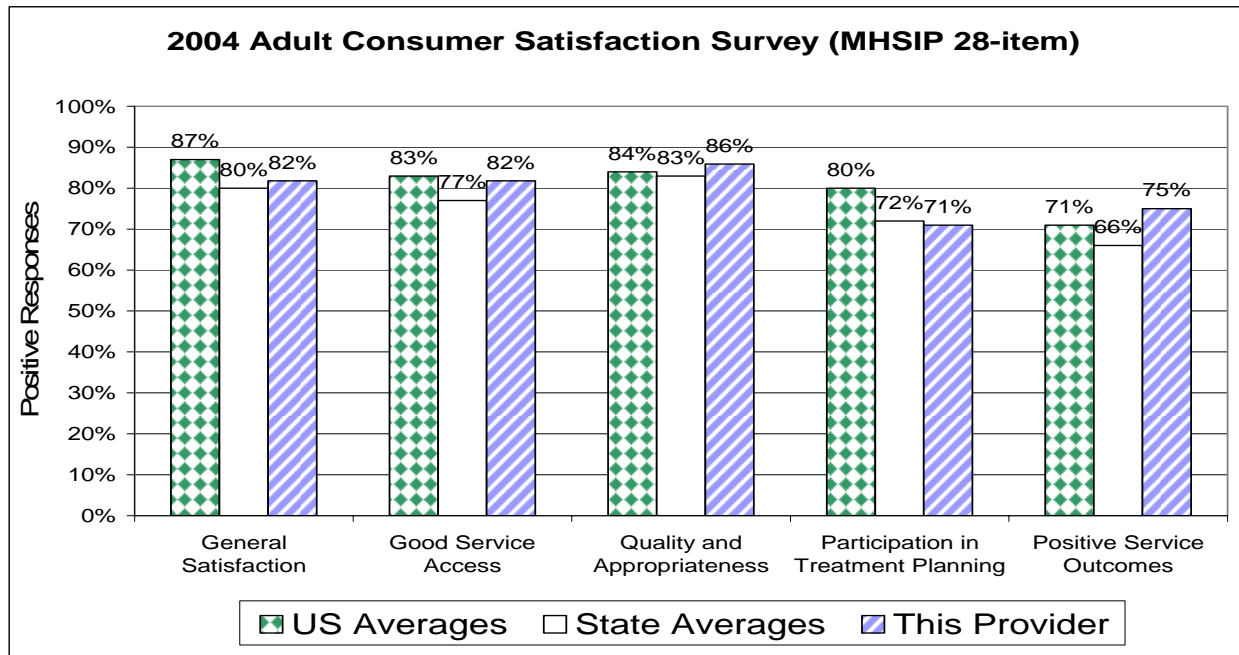
Oaklawn Psychiatric Center, Inc.
409
330 Lakeview Drive
Goshen, IN 46528
(574) 533-1234

CEO

Harold Loewen

Contact Person

Gregg Nussbaum
Vice-President Adult Services
Phone: (574) 533-1234
Fax: (574) 537-2605
E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Otis R. Bowen Center for Human Services, Inc.
423
850 North Harrison Street
Warsaw, IN 46581
(574) 267-7169

CEO

Kurt Carlson

Contact Person

Sharon Engelschjon

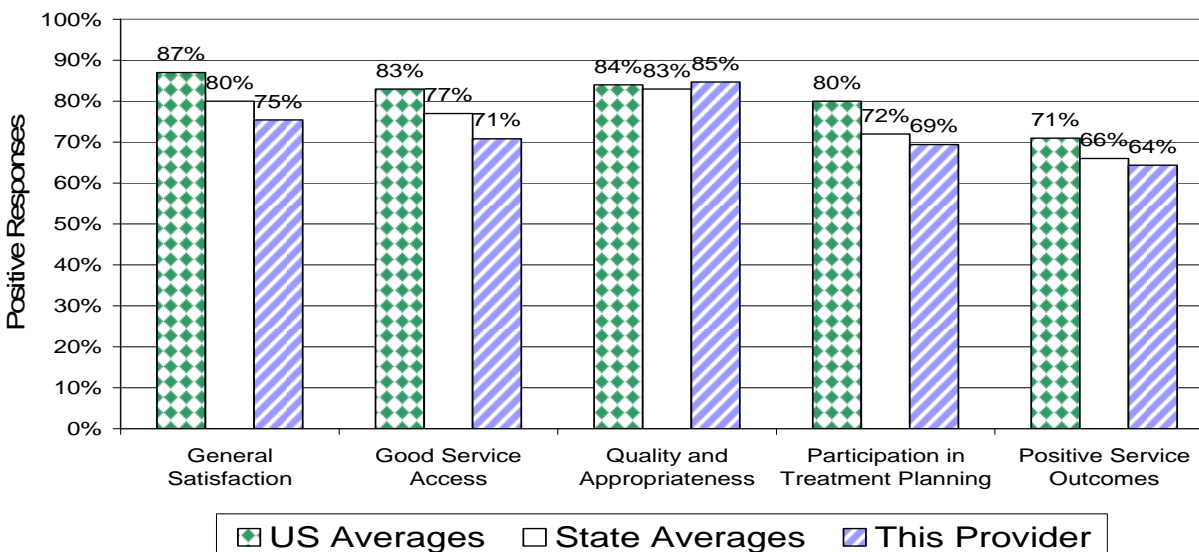
Risk Manager

Phone: (800) 342-5653 ext. 3653

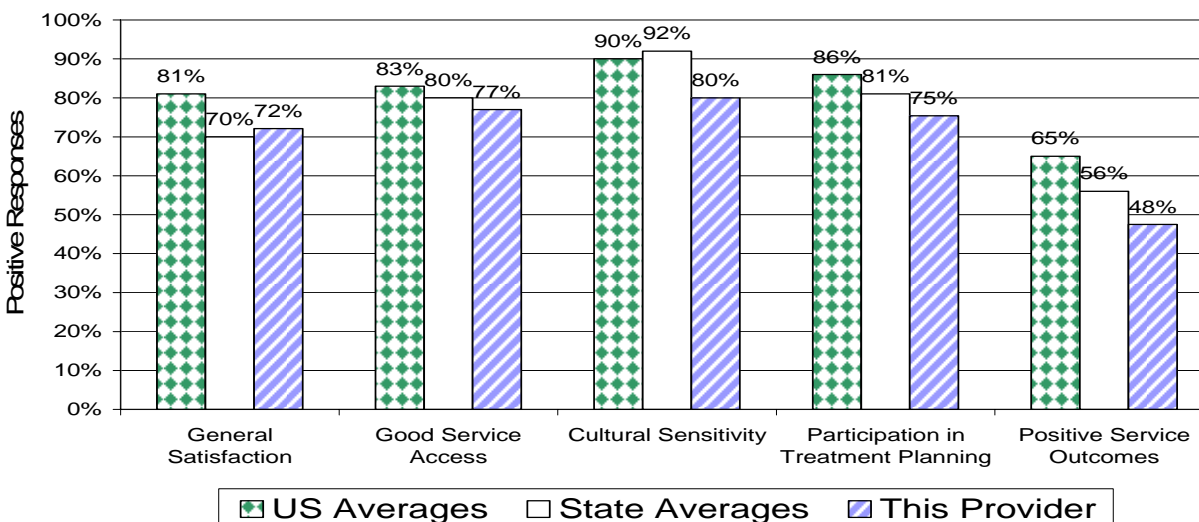
Fax: (574) 269-3995

E-mail: Sharon.Engelschjon@bowencenter.org

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Park Center, Inc.
419
909 East State Boulevard
Fort Wayne, IN 46805
(260) 481-2721

CEO

Paul D. Wilson

Contact Person

Terri Roberts

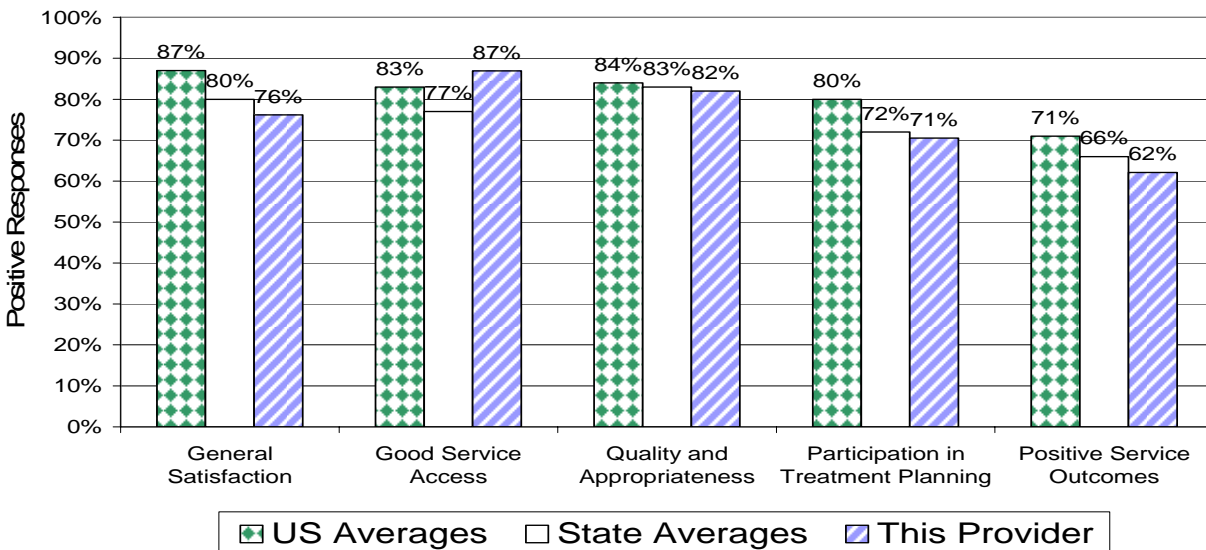
Quality Development

Phone: (260) 482-9125, ext. 2193

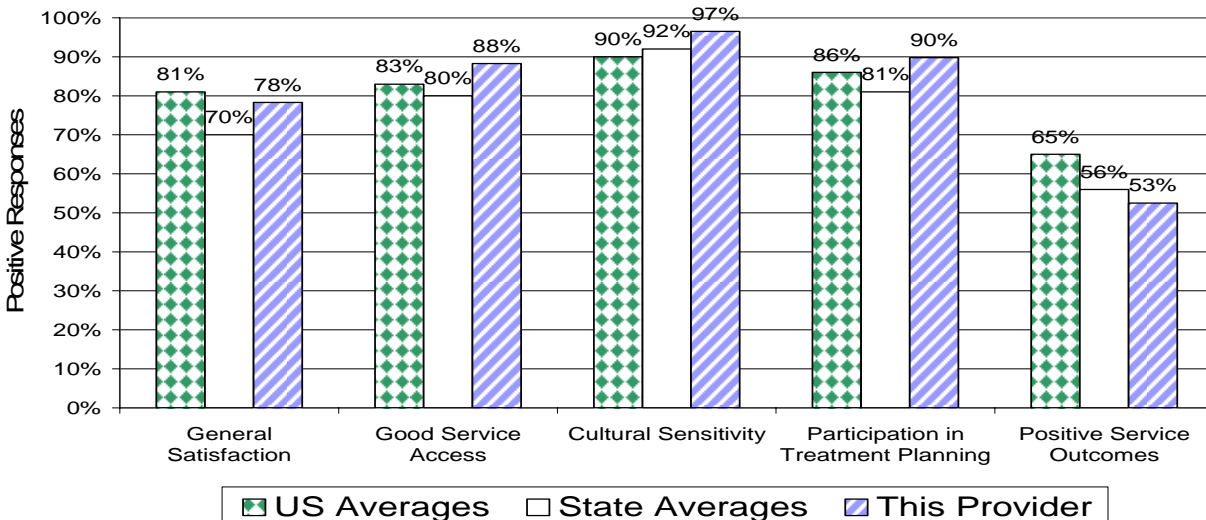
Fax: (260) 481-2717

E-mail: terri.roberts@parkcenter.org

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Porter-Starke Services, Inc.
418
601 Wall Street
Valparaiso, IN 46383
(219) 531-3500

CEO

David Lomaka

Contact Person

Dorinda Sattler

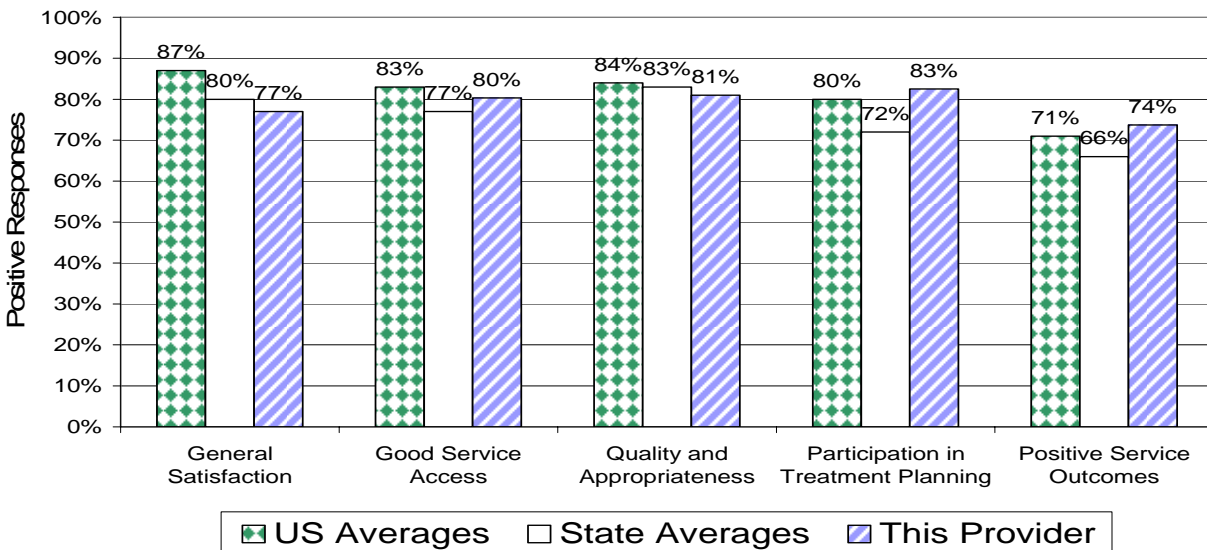
Privacy Officer

Phone: (219) 476-4525

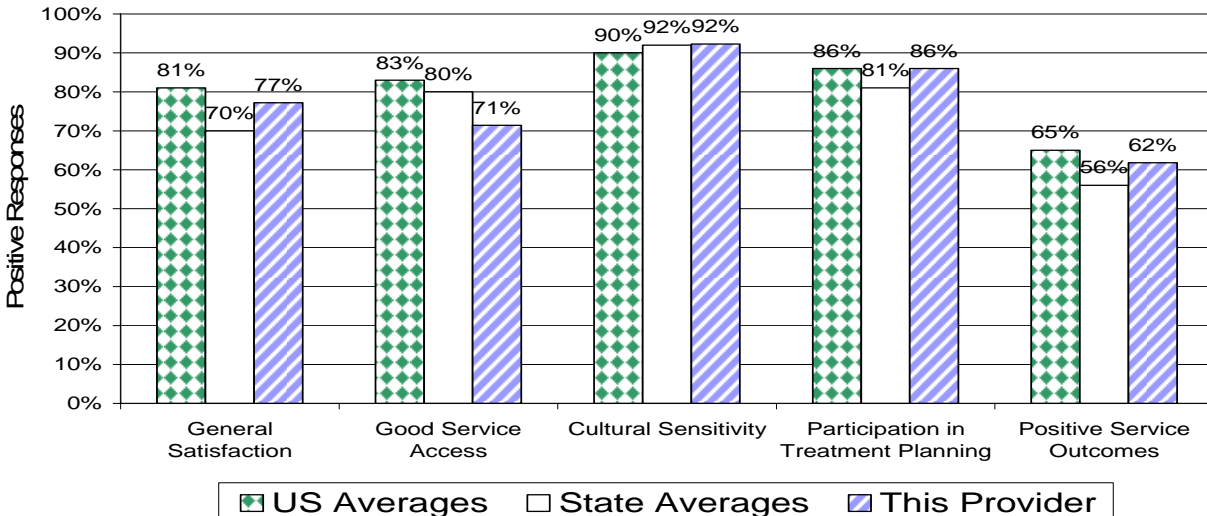
Fax: (219) 462-3975

E-mail: dsattler@parkerstarke.org

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Quinco Behavioral Health Systems
408
720 North Marr Road
Columbus, IN 47201
(812) 379-2341

CEO

Robert J. Williams PHD

Contact Person

Kathy O'Brien-Christoff MA

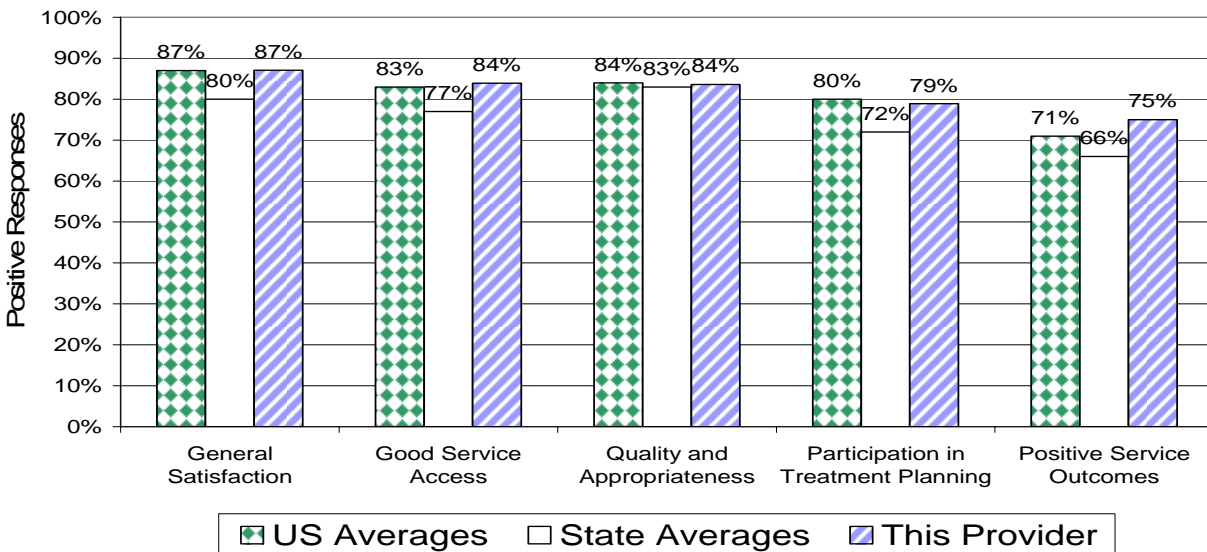
Vice-President

Phone: (812) 348-7449

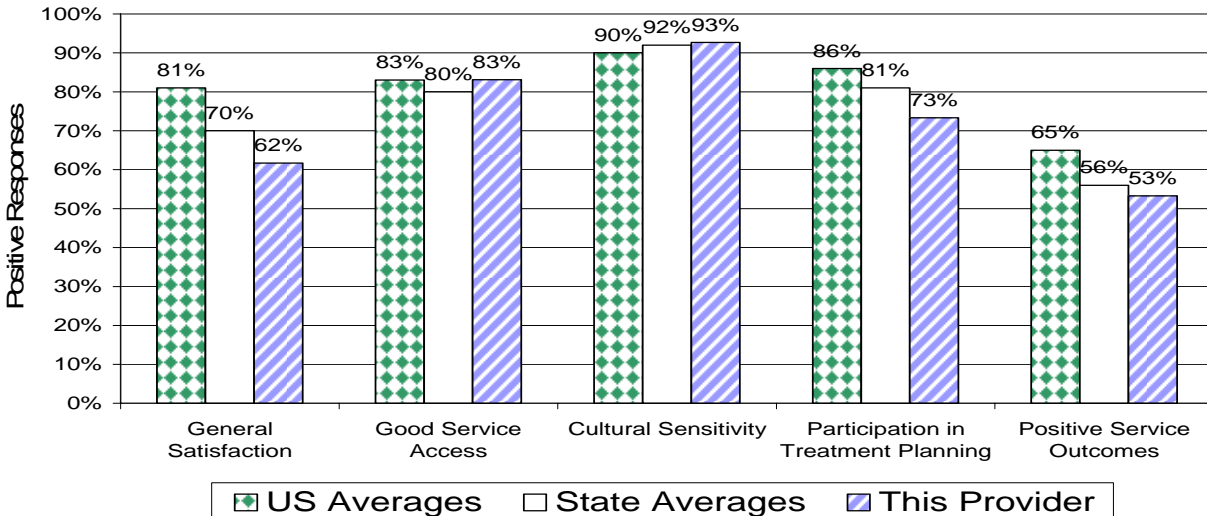
Fax: (812) 376-4875

E-mail: kochristoff@quincoinc.com

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Saint Margaret Mercy Healthcare Centers, Inc.
1001
5454 Hohman Avenue
Hammond, IN 46320
(219) 865-2141

CEO

Thomas Gryzbek

Contact Person

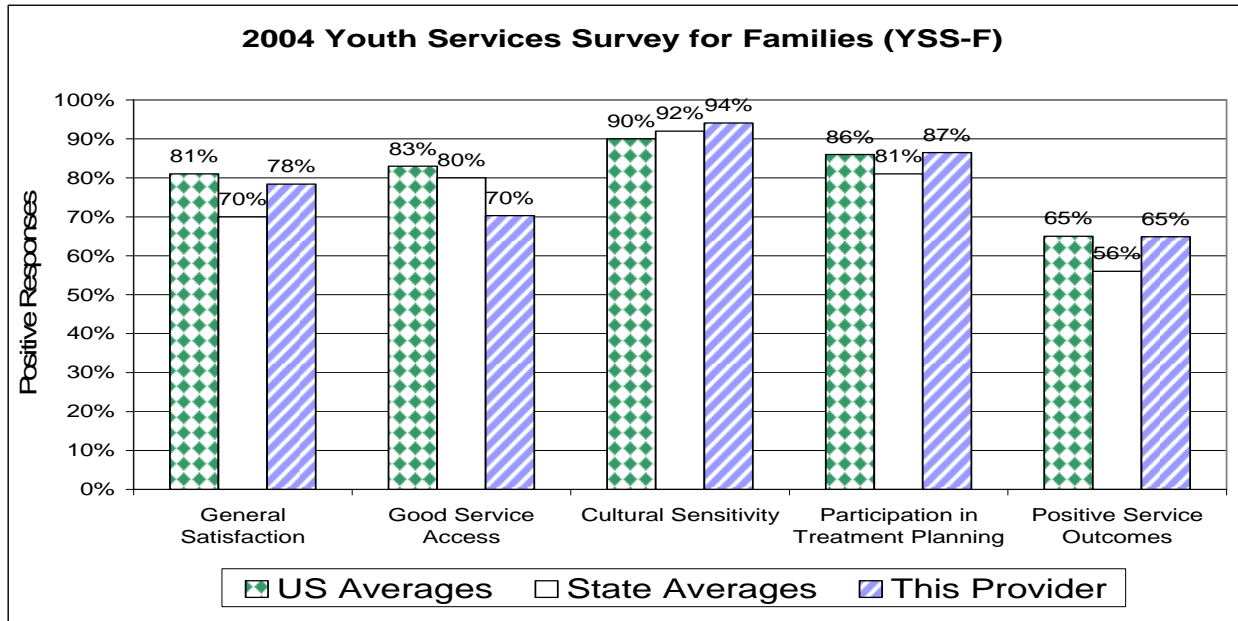
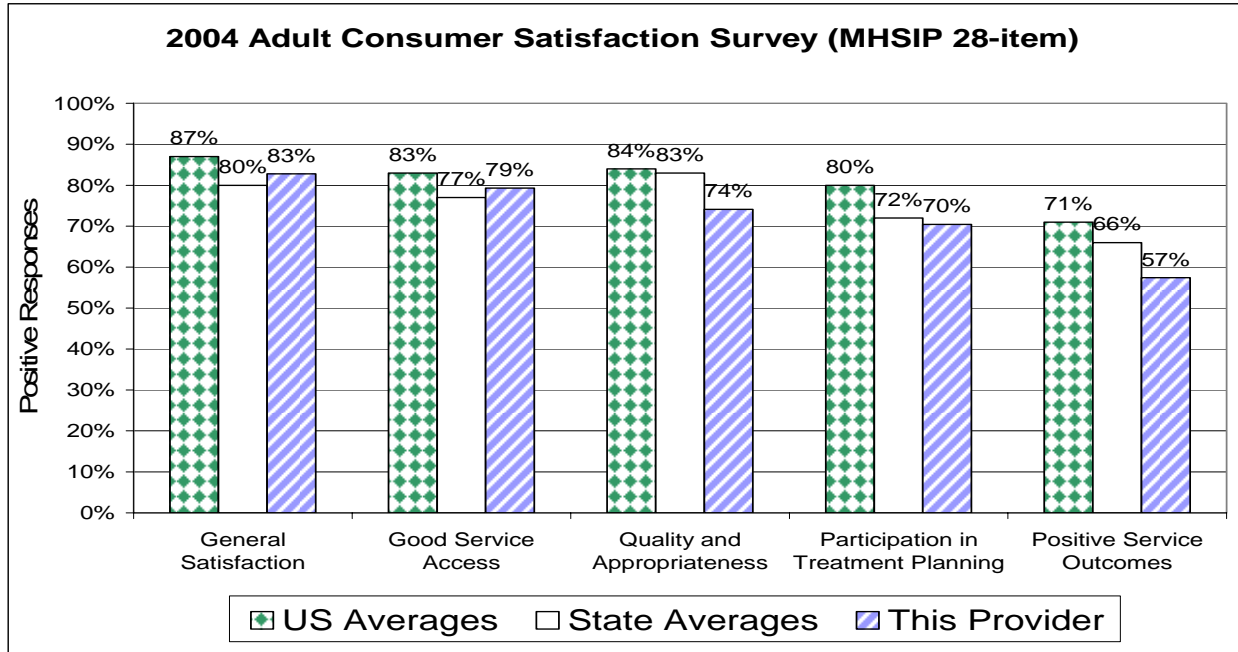
Pat Halfman

Patient Representative

Phone: (219) 932-2300 ext. 34502

Fax:

E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Saint Vincent Hospital and Health Care Center, Inc.
1007
8401 Harcourt Road
Indianapolis, IN 46260
(317) 338-4600

CEO

Dr. Patricia Maryland

Contact Person

Sheila Mishler

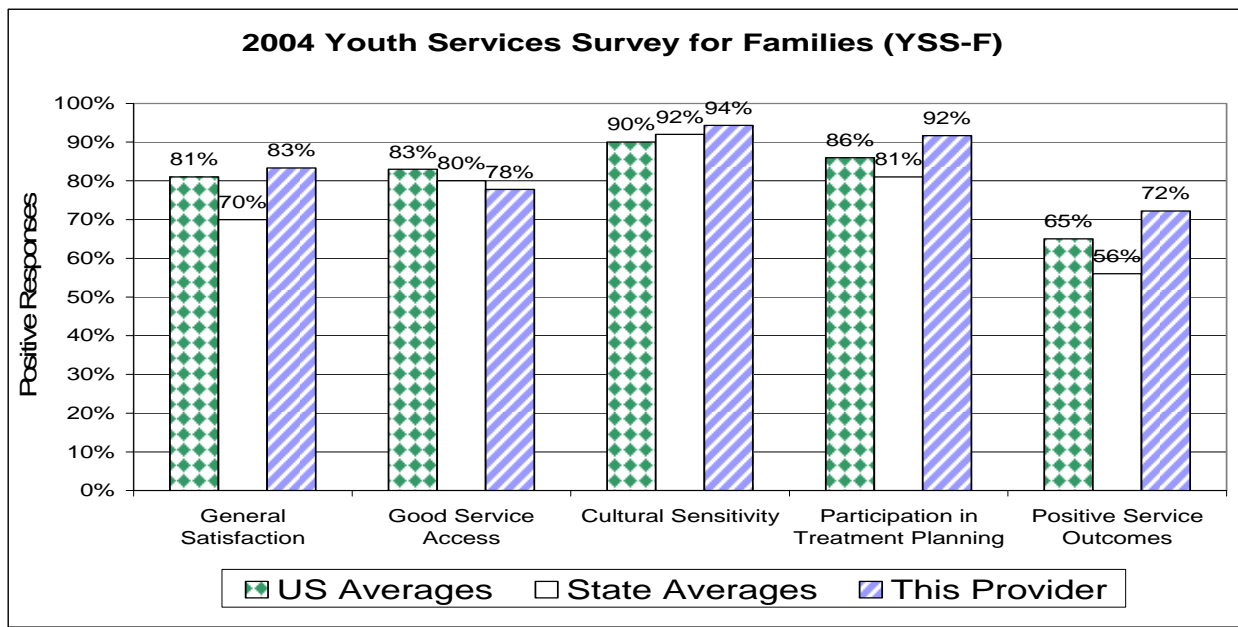
Executive Director

Phone: (317)338-4719

Fax: (317) 338-4750

E-mail: smishle@stvincent.org

NOTE: For this provider, there is no graph for the 2004 MHSIP 28-item Adult Consumer Satisfaction Survey.



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

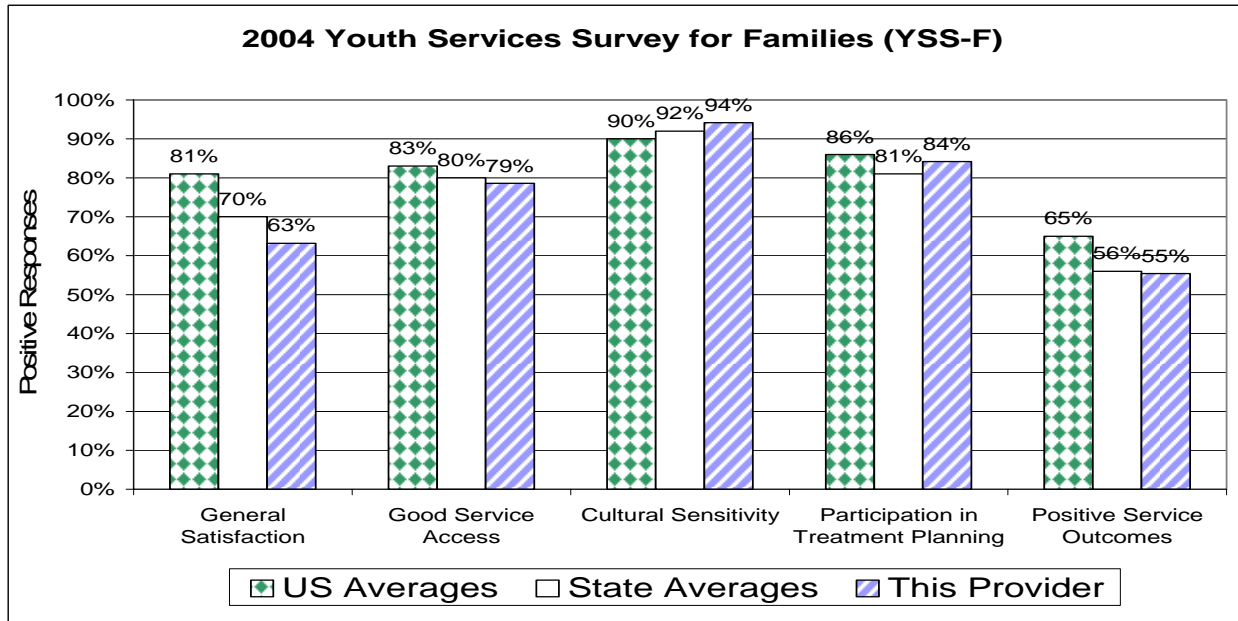
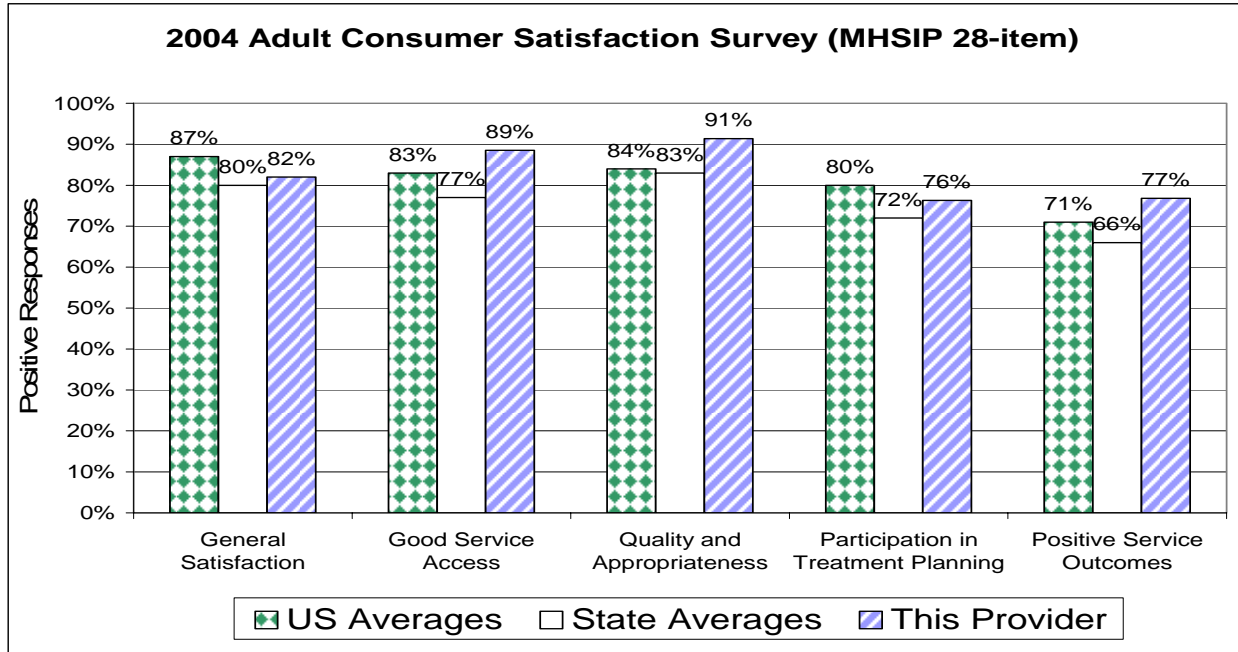
Samaritan Center
403
515 Bayou Street
Vincennes, IN 47591
(812) 886-6800

CEO

James A. Koontz MD

Contact Person

Michael Drake Ph. D.
 Director of Quality Resources
 Phone: (800) 824-7907
 Fax: (812) 886-6809
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Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

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CEO

Joe Kimmel

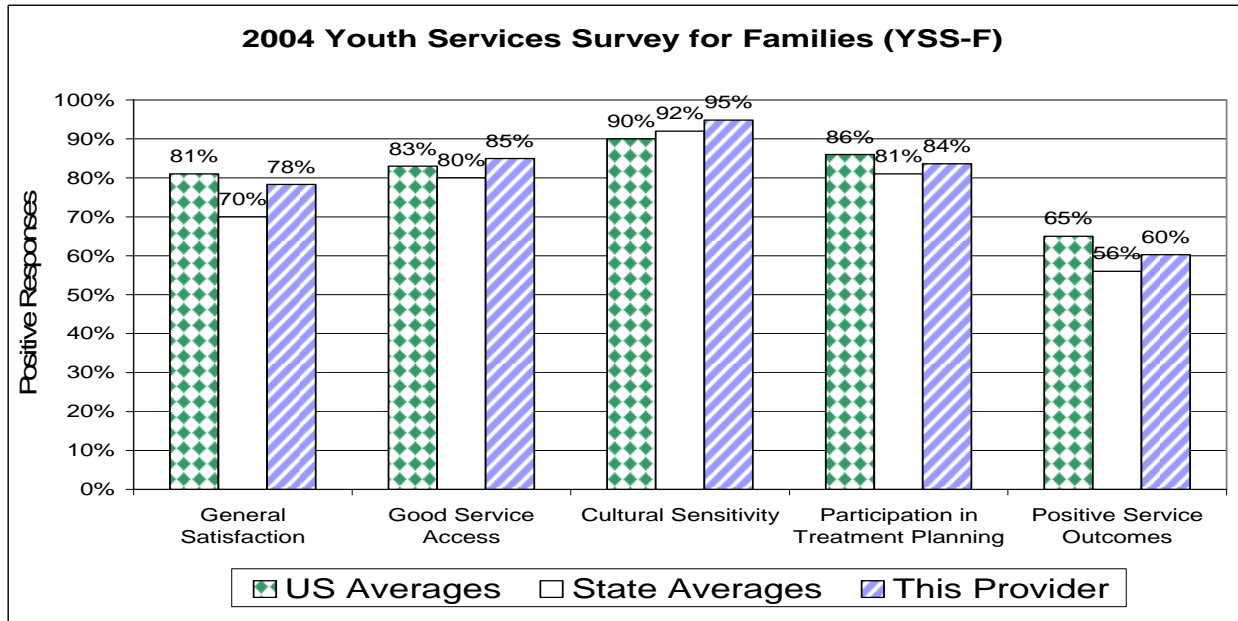
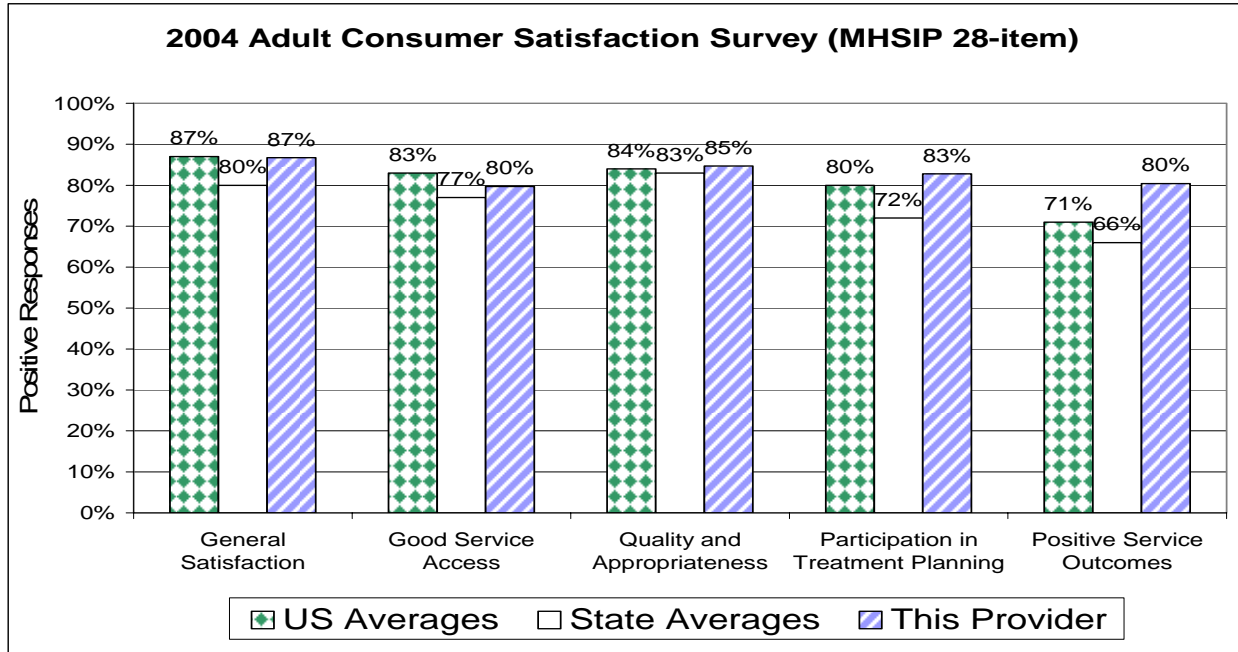
Contact Person

To be determined

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E-mail:



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

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CEO

Lee C. Strawhun

Contact Person

Sherry Oman

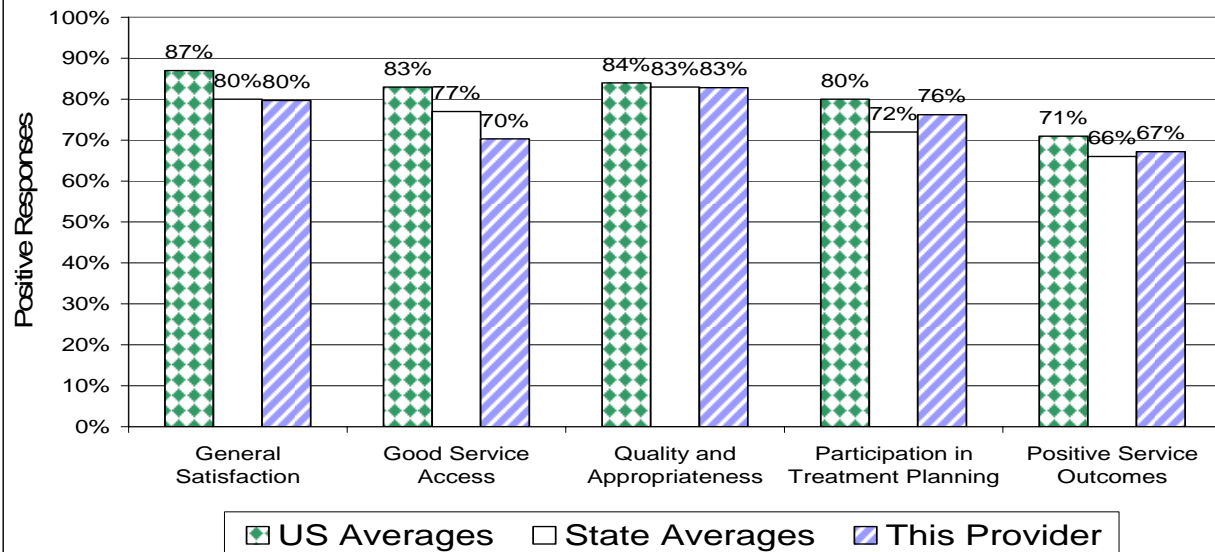
Senior Vice President

Phone: (219) 736-7263

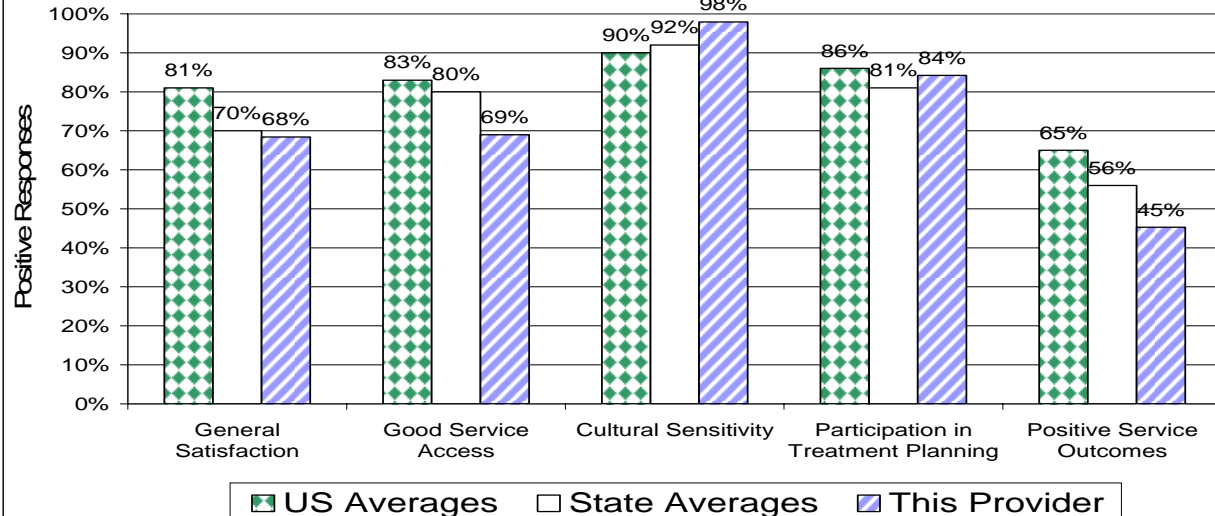
Fax: (219) 769-2508

E-mail: sherry.oman@southlakecenter.com

2004 Adult Consumer Satisfaction Survey (MHSIP 28-item)



2004 Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

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Contact Person

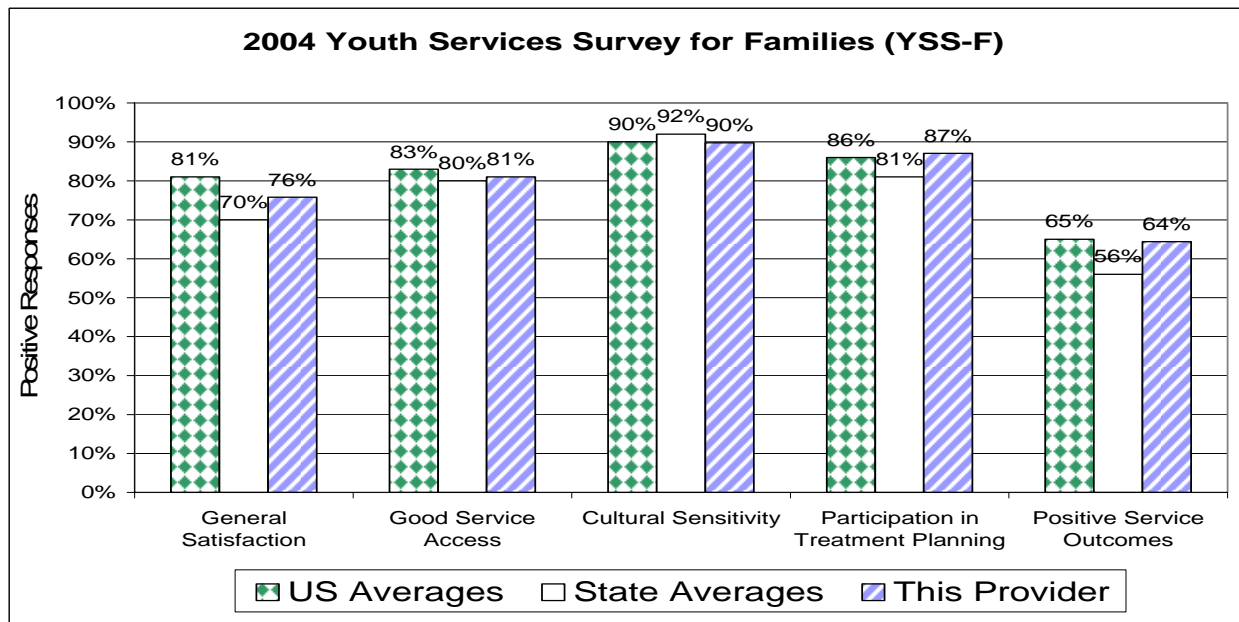
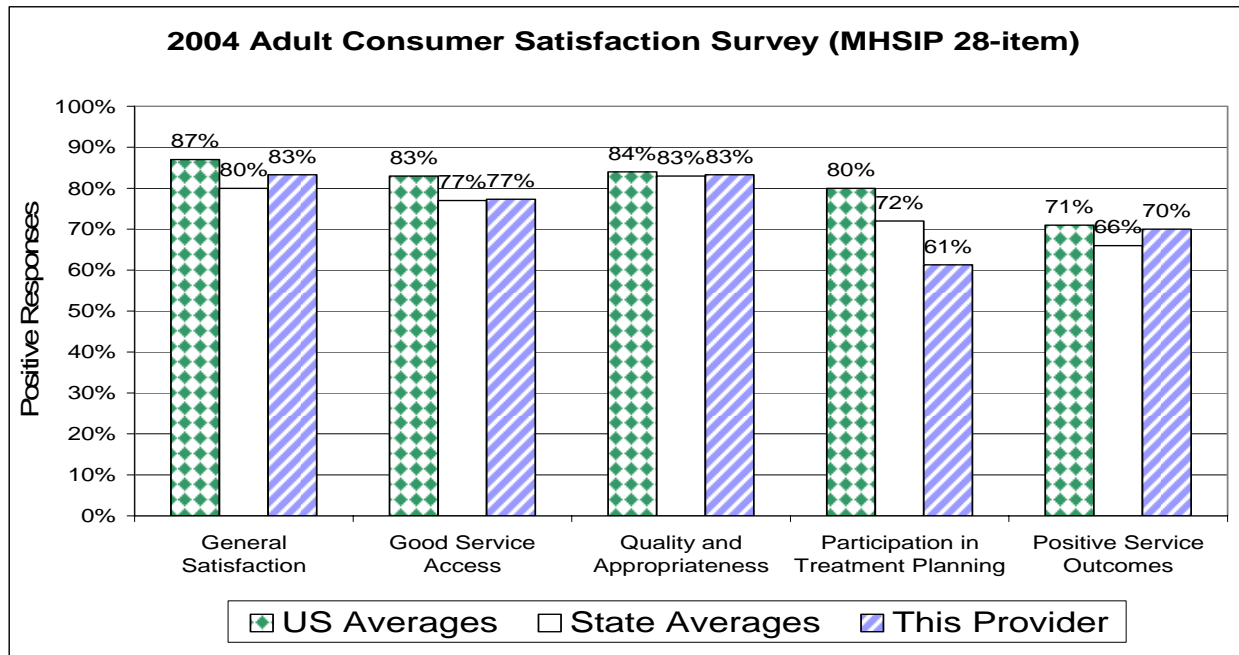
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Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

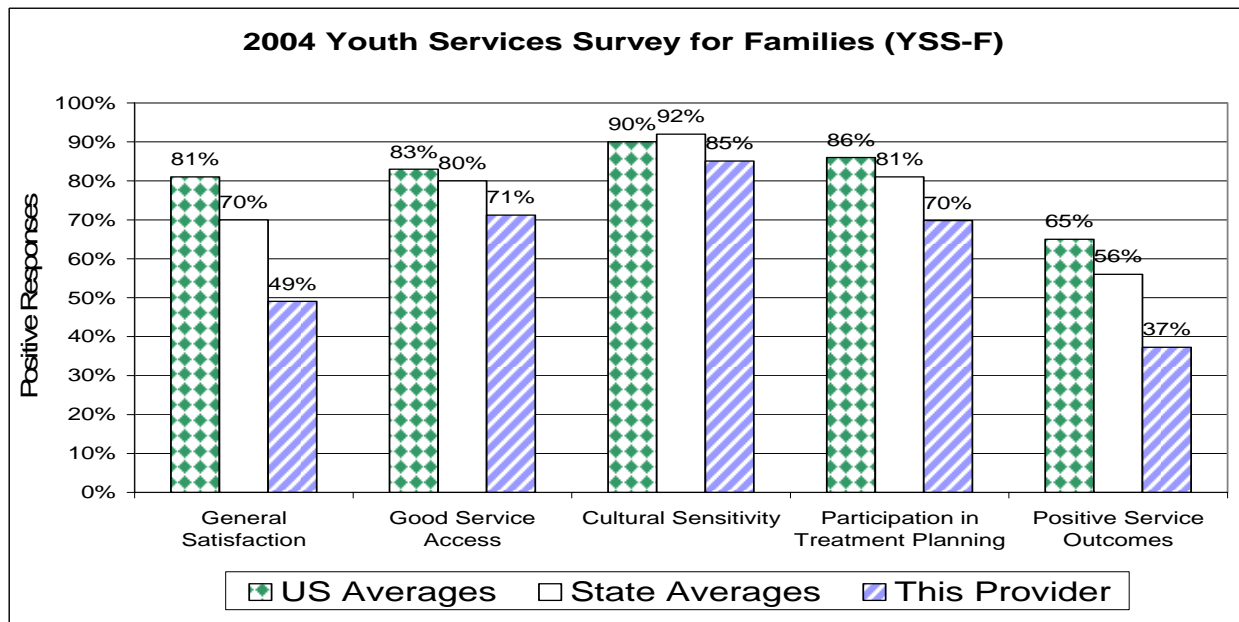
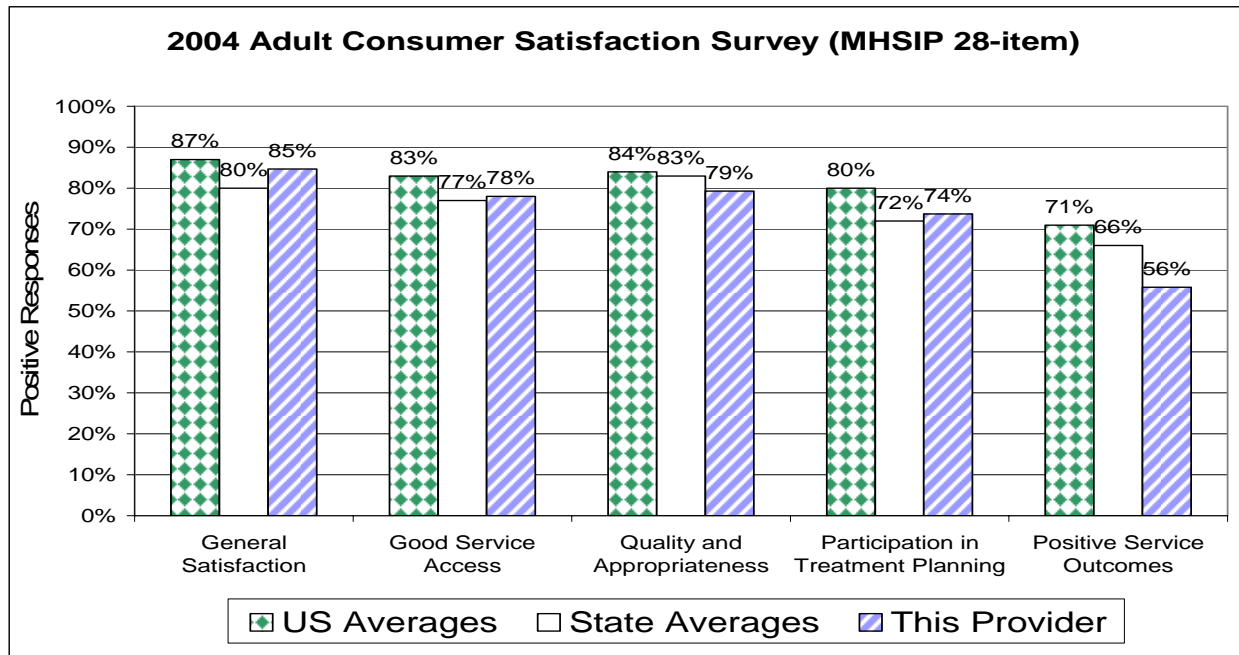
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Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

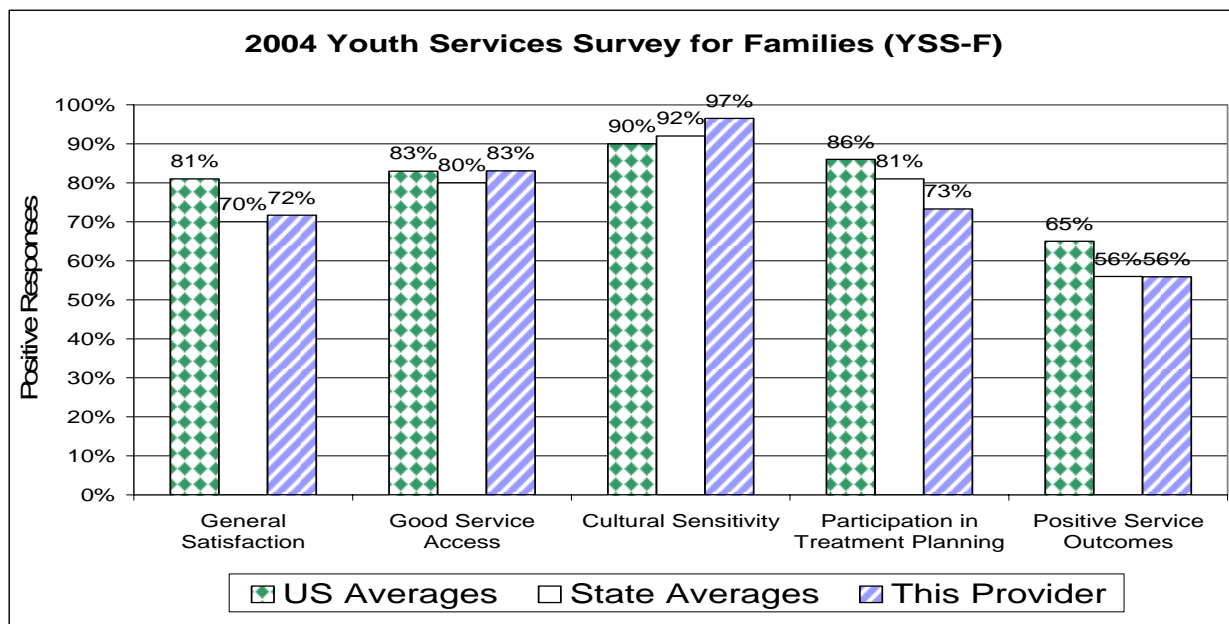
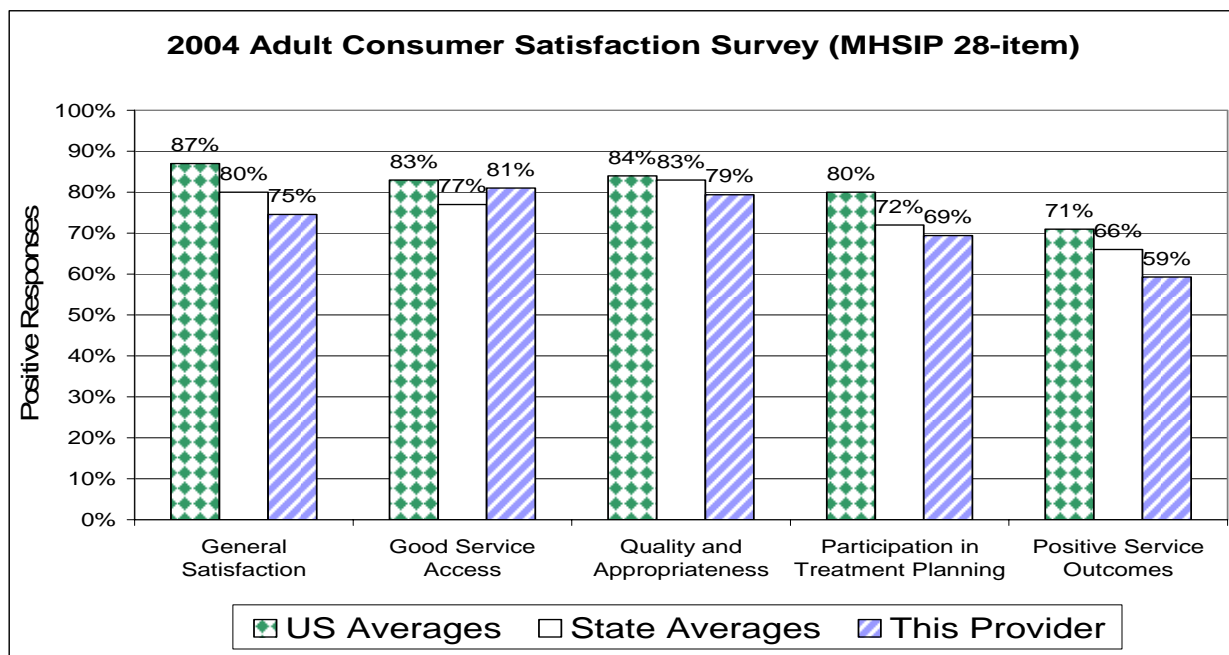
Tri-City Comprehensive Community Mental Health Center, Inc.
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CEO

Robert Krumwied

Contact Person

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Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

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CEO

Therome Buford

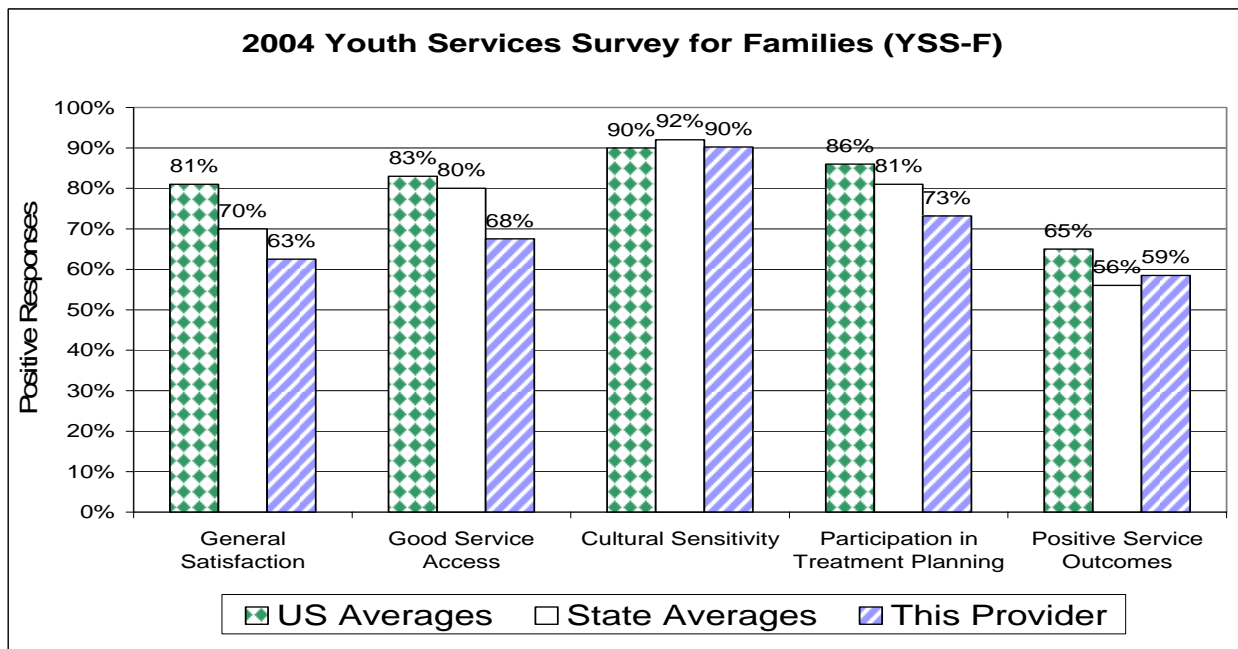
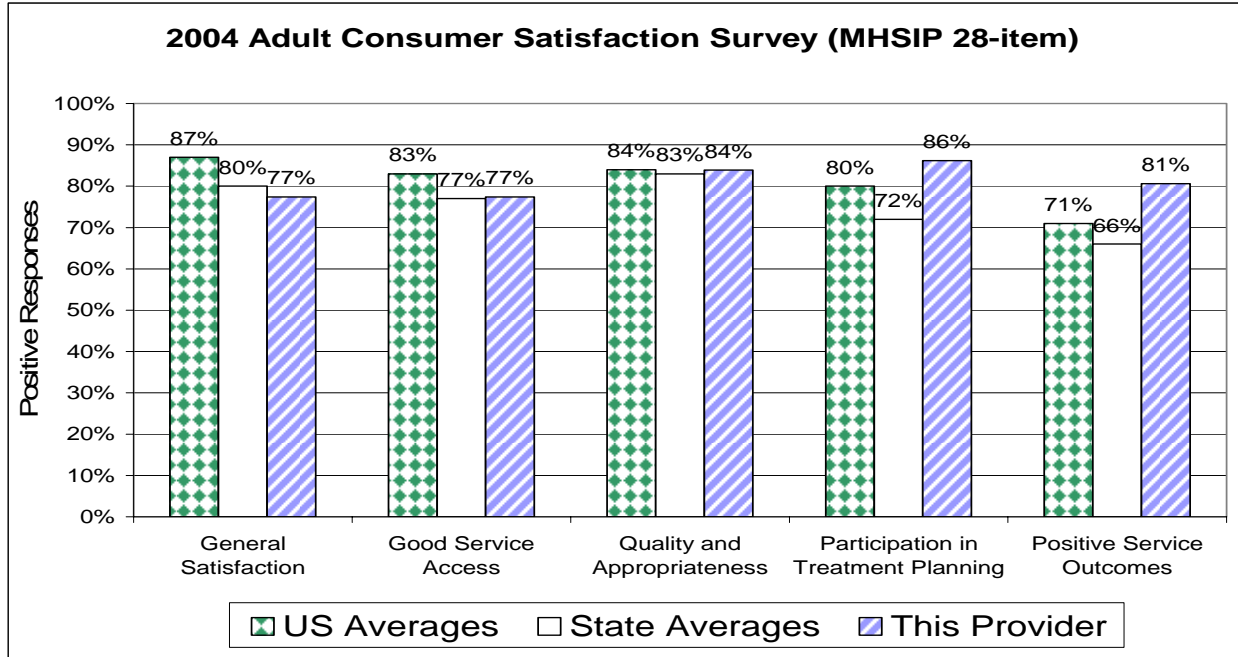
Contact Person

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Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

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CEO

Sharon E. Pierce

Contact Person

Jill Budnick

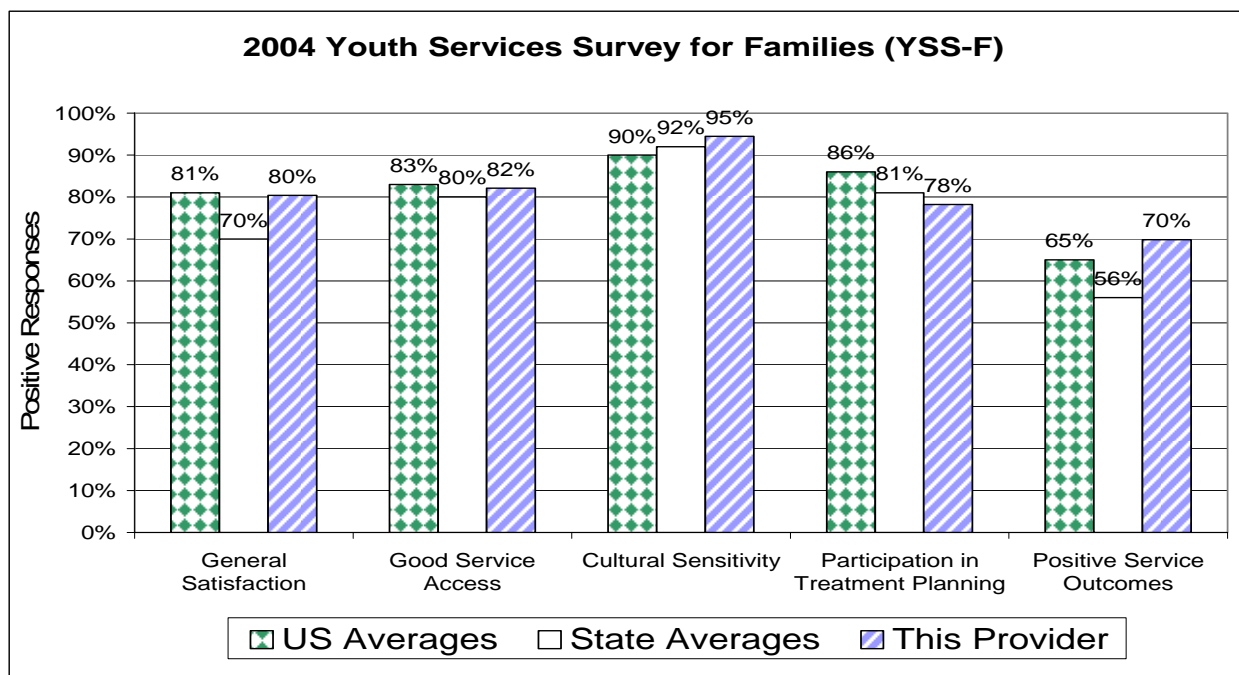
Director of Admissions

Phone: (800) 822-4888

Fax: (317) 273-7565

E-mail:

NOTE: For this provider, there is no graph for the 2004 MHSIP 28-item Adult Consumer Satisfaction Survey



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Wabash Valley Hospital, Inc.
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CEO

Rick Crawley

Contact Person

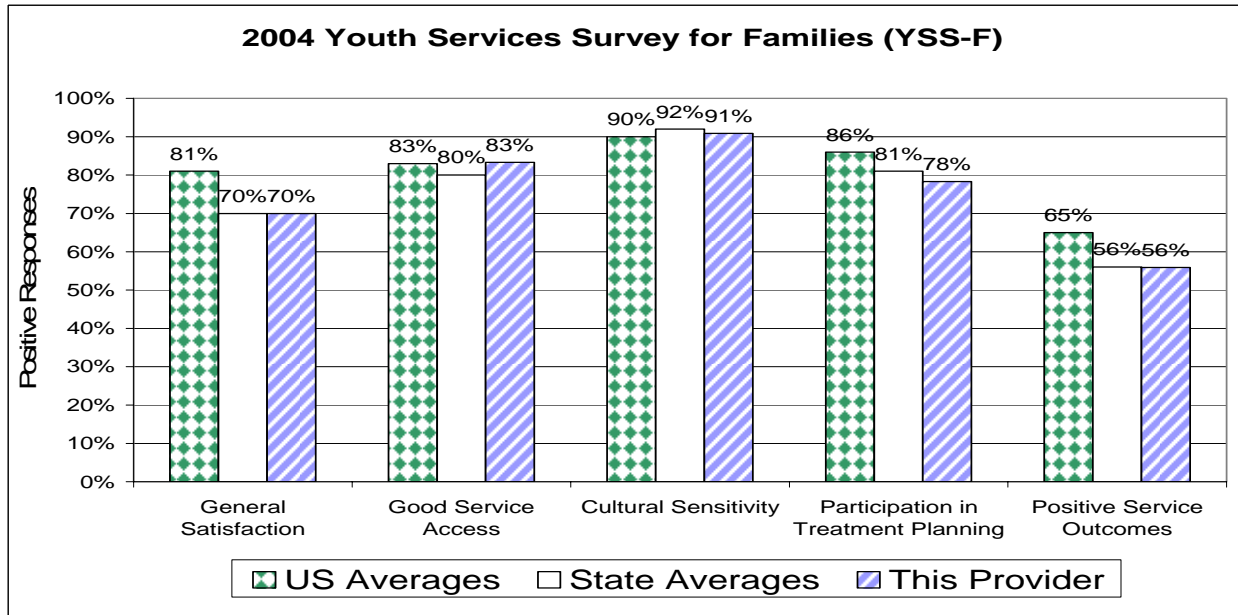
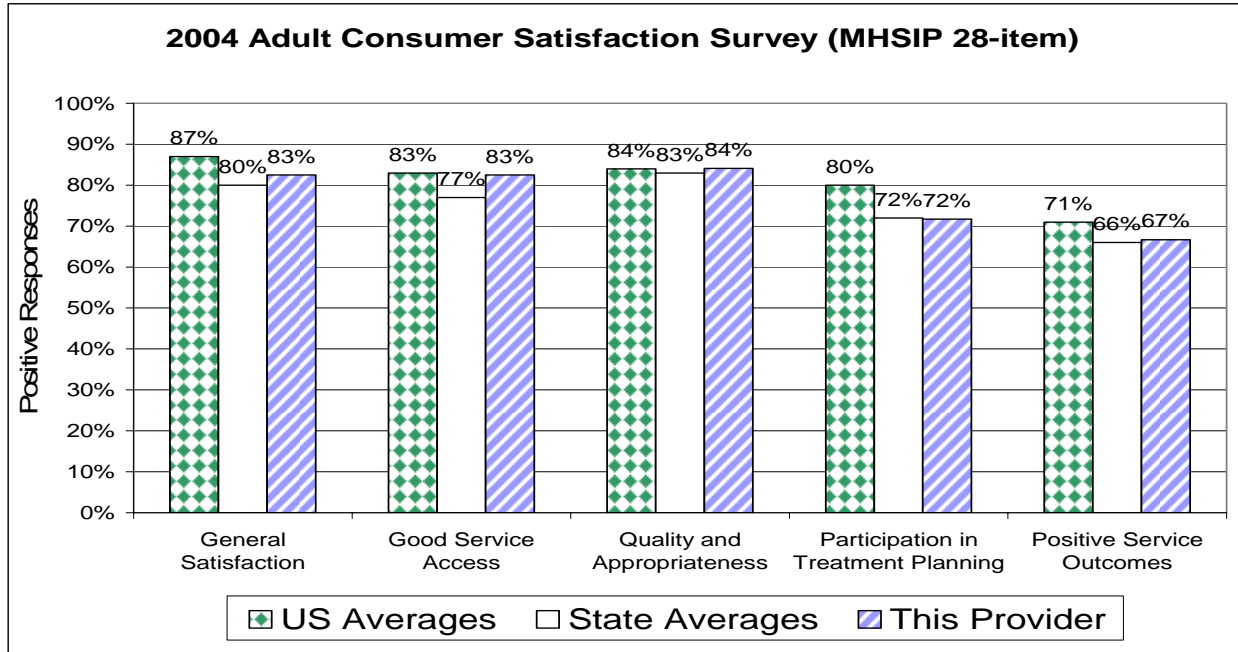
Lori Riehle

Administrative Secretary

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Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to others states and to the national average.

Project Methods

Sample Randomization

In State Fiscal Year 2004 (July 1, 2003 to June 30, 2004), 45,830 adult consumers with Serious Mental Illness (SMI) and 25,398 parents/caretakers of child/adolescent consumers with Serious Emotional Disturbance (SED) received public mental health services through DMHA-contracted mental health service providers. A portion (sample) of those consumers answered survey questions that asked about satisfaction with services received. To ensure that the responses from this sample of consumers could be reliably generalized to everyone who received services, a random per-provider sample was drawn from all consumers served.

To generate the sample, Microsoft Access software was used to assign a random number to each consumer enrolled during SFY2004. The number of consumers needed for each provider and each type of survey was calculated on the basis of an 8% confidence interval at an 80% confidence level. This number was multiplied by four to give the desired number to be selected. This list was then reordered by the random number and the first consumers up to the selected number per provider were chosen, resulting in a draw of over 16,000 individuals. If there were less than four times the number of needed consumers for a given provider, then all consumer names for that provider were drawn to achieve an adequate sample. See Appendices 1 and 2 for per-provider numbers served and number of surveys completed.

Once the sample was drawn, DMHA contacted service providers to acquire consumer information (name, phone number, etc.). This type of confidential information is not collected in DMHA databases, so it must be gathered from providers in order to perform the telephone survey. Consumers give their consent to be contacted when they enroll for services.

IU Center for Survey Research and the Telephone Survey

The Indiana Division of Mental Health and Addiction (DMHA) provided the sample and related consumer information to Indiana University Center for Survey Research (CSR), who were contracted to perform the telephone survey. CSR staff implemented a second randomization, selecting a portion of the adult (SMI) and parent/caretakers of child/adolescent consumers (SED) from the original sample. CSR then mailed a pre-survey letter that explained the telephone interview and asked for updated consumer information. For example, consumers were asked to call an “800” number to update their phone numbers. A significant number of consumers could not be located due to incorrect or missing phone numbers, as shown in Appendix 3.

Indiana University CSR staff (8 supervisors and 67 interviewers) performed the survey using a telephone method. CSR personnel receive at least 20 hours of training in interviewing techniques and specific training on the surveys used for this data collection effort. Phone calls were made to consumers from 02/13/05 to 05/30/05 (weekdays from 9:00 AM-10:00 PM, Saturdays 9:00 AM-1:00 PM, and Sundays 1:00 PM-9:30 PM). On average, each call lasted 8.3 minutes. If consumers were under the age of 18 (when services were received), the interview was conducted with a parent or guardian. Any consumer can refuse to participate in all or any portion of the telephone survey, and the telephone interviewers are trained to comply with such a request. As more surveys were needed, an iterative selection from the original sample occurred, pre-survey letters were mailed and phone calls made, until the required number of completed surveys was achieved. A final count of 5,751 adult survey *attempts* and 4,893 parent/caretaker survey *attempts* comprise the sample, for a total of 10,644 survey *attempts*. Survey *completion* totals were 1,967 surveys for adults with SMI and 1,990 surveys for parents/caretakers of child/adolescent consumers with SED, which is a 37.8% response rate. Appendix 3 shows the Final Dispositions of the telephone survey methodology.¹

¹ Based on guidelines for Final Disposition Codes established by the American Association for Public Opinion Research (AAPOR) Standard Definitions for Final Dispositions of Case Codes, 1998.

MHSIP Adult Survey and YSS-F Parent/Caretaker Survey

For the past two decades, the Mental Health Statistics Improvement Program (MHSIP) worked closely with the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Mental Health Services (CMHS), with the National Association for State Mental Health Program Directors Research Institute (NASMHPD/NRI), and with various states to develop national mental health data standards. Among the outcomes of this work are the two MHSIP survey instruments (new to the Indiana DMHA in SFY2003) used to collect data for this report card: The Mental Health Statistics Improvement Program (MHSIP) 28-Item Adult Consumer Satisfaction Survey (“MHSIP survey”) and the Youth Services Survey for Families (“YSS-F survey”) which collects data on parent/caretaker satisfaction with child/adolescent services.

The MHSIP survey was created by consumers, researchers, and policymakers, who worked together to identify consumer concerns and values. This group developed indicators of care in five categories and then developed survey questions for each indicator. The MHSIP survey is used to collect and report process data (which examines the interaction between the consumer and the healthcare system) and outcomes data (the results of that interaction).

Both the MHSIP and YSS-F surveys were developed as part of federal grant initiatives, such as the CMHS 16 State Project and the CMHS Data Infrastructure Grant #1 (DIG I) and #2 (DIG II) projects. The DIG Projects include all 50 states, the District of Columbia, and all U.S. territories. By using these surveys, Indiana achieves the goal of comparing Hoosier results to regional and national results. To view more data for Indiana and other states, please visit this website: <http://www.mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/>

Dr. Judy Hall, Washington State Department of Social and Health Services, leads the MHSIP survey development, and Dr. Molly Brunk, Virginia Commonwealth University, leads the YSS-F survey development. Drs. Hall and Brunk worked in collaboration with NRI, CMHS, MHSIP, and various states throughout development of the surveys and their analyses. Both survey instruments have been tested for reliability and validity. To view these surveys, please visit the MHSIP website at: www.mhsip.org

SAMHSA encourages all states and territories to use the MHSIP and YSS-F surveys and requires this data as part of the Mental Health Block Grant (MHBG) requirements. The MHBG provides Indiana with approximately \$8 million annually in mental health service dollars. Currently, 47 states are using the MHSIP survey. It is noteworthy that 29 states are now using the YSS-F survey, which is an increase of 14 states in two years. The Indiana Block Grant reports can be viewed on the Indiana DMHA website: <http://www.in.gov/fssa/servicemental/data.htm>

During the original development of the MHSIP and YSS-F surveys, factor analyses were performed to determine the capacity of certain survey items for aggregation into categories. For the MHSIP survey, the five categories are: General Satisfaction, Good Service Access, Quality and Appropriateness, Participation in Treatment Planning, and Positive Service Outcomes. The YSS-F survey categories are: General Satisfaction, Good Service Access, Cultural Sensitivity, Participation in Treatment Planning, and Positive Service Outcomes. To understand how individual survey items were aggregated into categories, see Appendix 4. The provider graphs in this report show the results of the categories, rather than results of individual survey items. Appendix 5 shows the number of survey responses (“N”) for each category.

Survey responses for the MHSIP survey range across 1=Strongly Agree, 2=Agree, 3= I am Neutral, 4=Disagree, and 5=Strongly Disagree and for the YSS-F survey range across 1=Strongly Disagree, 2=Disagree, 3=Undecided, 4=Agree, and 5=Strongly Agree. Data manipulations were performed so that survey responses are in the same direction, i.e., a response of “1” is a positive response (“Strongly Agree”) for both surveys. Consumers can refuse the telephone interview and can refuse to answer any specific survey items.

To learn about new National Outcomes Measure (NOM) federal initiatives and to create your own reports that compare Indiana data to national data, please visit this website: <http://www.nationaloutcomemeasures.samhsa.gov/>

Reliability

Cronbach's alphas were calculated to determine consistency of category (i.e., scale) measurement for the MHSIP survey, using Indiana data. Results show consistency in measurement (reliability) with the exception of the Participation in Treatment Planning category (see Table 7). It is likely that this category would not give the same results over repeated data collections. These findings are consistent with findings from the SFY2003 Satisfaction Survey Report Card. Note that 47 states used the MHSIP survey, and at least one state used another type of satisfaction survey.

Table 7. MHSIP Adult Survey Category Reliability for Indiana Data

Category	Number of Items	Number of States Reporting Data	Alphas for Indiana data
General Satisfaction	3	48	0.877
Good Service Access	6	48	0.838
Quality & Appropriateness	9	48	0.885
Participation in Treatment Planning	2	44	0.595
Positive Service Outcomes	8	47	0.910

For the YSS-F survey, alphas calculated with Indiana's data were very good, indicating consistency in measurement, with the exception of the Good Service Access category (i.e., scale), as shown in Table 8. It is likely that this category would not give the same results over repeated data collections. These findings are consistent with findings from the SFY2003 Satisfaction Survey Report Card. Note that 29 states used the YSS-F survey, while numerous states continued to use other types of satisfaction surveys. Fewer states use the YSS-F survey than MHSIP survey because federal requirements for reporting MHSIP survey data for block grants pre-date the same requirements for YSS-F survey data.

Table 8. YSS-F Parent/Caretaker Survey Category Reliability for Indiana Data

Category	Number of Items	Number of States Reporting Data	Alphas for Indiana data
General Satisfaction	6	41	0.932
Good Service Access	2	40	0.565
Cultural Sensitivity	4	38	0.862
Participation in Treatment Planning	3	41	0.753
Positive Service Outcomes	6	40	0.894

Computation of Provider Scores

The following methods, required by the federal government, were used to calculate percent scores for the categories and graphs in this report:

1. Indiana University recodes the YSS-F survey so the values are in the same direction as the MHSIP survey (i.e., the YSS-F survey is recoded to 1=Strongly Agree, 2=Agree, 3=Undecided, 4=Disagree, and 5=Strongly Disagree).
2. "Not Applicable" responses are recoded as missing values, excluding responses with more than 1/3rd of the items in the category missing.
3. For each respondent, for each category, an average (mean) is calculated for all items in the category.
4. For each provider, for each category, the number of average scores are counted that are less than 2.50 (scores that when rounded represent "Agree" or "Strongly Agree" responses).
5. For each provider, for each category, results of Step 4 (number of average scores) are divided by the number (count) of Step 3 scores computed to obtain a percent of favorable responses.

Confidence Interval, Precision, and Confidence Level

Confidence interval and confidence level statistics are important because nearly all health care quality scores are developed using a statistical sampling method, which means that there is some uncertainty about whether the sample reflects the population from which the sample was drawn. Combined, these statistics tell you how confident you can be that the scores found in the sample can represent the scores for the entire population. At the statewide level, we are trying to determine how well the entire sample might reflect all Hoosiers with mental illness. At the provider level, we are trying to determine how well the provider-level sample reflects all consumers of mental health services at that particular provider.

The confidence interval statistic is different from the confidence level statistic. The confidence interval refers to the width of the range around some number, i.e., how wide is the range? For example, a narrow range of 82 to 86 (which is ± 2 of 84) is smaller than a wider range of 80 to 90 (which is ± 5 of 85). Confidence intervals with wide ranges are described as less precise, while confidence intervals with narrow ranges are described as more precise. “Precision” refers to the range within which the true value of the larger population is estimated to be.

The confidence level, which is often set at 95% to 99% in social science research, tells you how likely or certain it is that a score will fall within the confidence interval range. For example, a 95% confidence level means that it is highly likely (95% likely) that a score will fall within the confidence interval range. Lower confidence levels, such as 80% or 90%, provide less certainty.

Putting the confidence interval and the confidence level together gives you an indication of how well the sample can represent the larger population. For example, with a small interval range of 82 to 86, and a confidence level of 99%, we can be very certain about the population scores: they are extremely likely (99%) to fall between 82 and 86, which is a high level of precision. We can then be very confident that the scores found in our sample are representative of the scores we would find in the larger population.

Below, statewide and per-provider sample validity for the data used in this report are discussed. The statewide sample size has more precision than the per-provider sample size. This does not mean that the survey results at the provider level are less accurate than results at the statewide level: at the provider level, results are less precise because they are calculated from smaller samples, which have larger confidence intervals. Smaller samples were chosen to control costs of this survey. The sample sizes at the provider level give around an 8.8% confidence interval at a 90% confidence level. Thus we can be 90% certain that scores in the larger provider population will be within an 8.8% interval of the scores we found in our samples. See Appendices 1 and 2 for per-provider confidence intervals.

Sample Size Validity, Statewide and Per Provider

Statewide Sample Size Validity: Indiana University Center for Survey Research (CSR) collected a total of 3,957 surveys (1,967 adult consumer surveys and 1,990 parent/caretaker of children/adolescents survey) in order to achieve the required per-provider sample size. Appendix 3 shows the Final Dispositions of the telephone survey methodology. Once data went through final DMHA revisions, there were 3,938 surveys (1,967 adult and 1,971 parent/caretaker). The total sample required to achieve a $\pm 2.5\%$ confidence interval (precision rate) at a 95% confidence level for the adult survey was 1,487 and for the parent/caretaker survey was 1,449, thus the total sample size was highly precise. Results can be generalized from that total sample to the entire population of adults and children with mental illness served by Indiana providers.

Per Provider Sample Size Validity: For the MHSIP adult survey, per-provider confidence intervals at a 90% confidence level ranged from $\pm 8.54\%$ to $\pm 8.92\%$, with one outlier at 11.88% (due to very small sample size). For the YSS-F parent/caretaker survey at a 90% confidence level, confidence intervals ranged from $\pm 8.47\%$ to $\pm 8.92\%$, with one outlier at 9.86% (again, due to very small sample size). At an 80% confidence level, confidence intervals are smaller. See Appendices 1 and 2 for per-provider confidence intervals.

These results indicate that, in general for both the MHSIP survey and YSS-F survey results, we can be quite certain (90%) that the larger population of adults and children who are receiving mental health services at a given provider would have the same scores as the sample scores at that provider, within an average range of around $\pm 8.8\%$ to $\pm 8.9\%$. This year a small increase in precision was achieved by increasing the sample size by around 1.1% and by using proportional sample sizes from each provider.

True Difference in Consumer Satisfaction

Confidence intervals give a sense of the degree of reliable differences between providers. In this report card, true statistical difference indicates real difference in consumer satisfaction. If a category score for Center A is 80%, $\pm 5\%$, and for Center B is 85%, $\pm 5\%$, the overlap in confidence intervals between them (80 to 85) indicates that any obtained difference between the provider samples may not be reliable; in short, there may be no real difference in the scores found at each of the providers, indicating that these providers have the same consumer satisfaction levels. When confidence intervals overlap, the scores (and therefore the providers) are basically comparable. Conversely, if the confidence intervals do not overlap, this indicates the possibility of statistically significant differences between the providers.

Provider averages on the category scores for the MHSIP adult survey range from 65.9% to 83.3%. For any provider these scores could vary an average of $\pm 8.9\%$, indicating overlapping intervals between providers. This indicates that no one provider is significantly different from any other provider on the MHSIP survey scores. In other words, adult consumers of mental health services are equally satisfied with all providers. Analysis of variance supports the result that no one category achieved significance (see Appendix 6). Graphs 5-9 show each of the categories, by provider, using average (mean) and interval scores. If the trend line intersects all providers, then there is confidence interval overlap and no true statistical difference exists.

Provider averages on the category scores for the YSS-F survey range from 62.5% to 83.9%. For any provider these could vary an average $\pm 8.8\%$, which does not indicate overlapping intervals between all providers: at least one provider is significantly different from other providers. When confidence intervals do not overlap, there is an indication of statistically significant differences in consumer satisfaction. Analysis of variance supports this result. As shown in Appendix 6, two categories achieved significance at $p < 0.001$, indicating highly significant differences between some providers, and two categories achieved statistical significance at $p < 0.05$, indicating moderate differences between some providers. Graphs 10-14 show this conclusion graphically; it can be seen that confidence intervals for some centers do not overlap on the General Satisfaction category (10) and the Participation in Treatment Planning category (Graph 13).

It should be noted that statistical significance is not the same as practical significance. With a very large sample size, every difference may be statistically significant, but that doesn't necessarily mean that the differences have practical value. Does a very small difference (e.g., 89% versus 90%) really matter? Will consumers experience substantial differences in outcomes because of minor differences in scores? The answer is unknown, but caution should be used when evaluating one provider against another.

Glossary

CMHS: The Center for Mental Health Services, which is a federal center under Health and Human Services (HHS), SAMHSA.

Confidence interval: Confidence interval is the range in which the true value of the population is estimated to be. This range is often expressed in percentage points, (e.g., $\pm 2.5\%$). Thus, if the report card states that 83% of consumers in the sample gave a positive response with a confidence interval of $\pm 2.5\%$, then it can be concluded that between 80.5% and 85.5% of consumers in the population have would give a positive response.

Confidence level: Using the 95% confidence level when determining sample size allows us to say that 95 out of 100 samples drawn would given us the same values (within the range of confidence interval discussed above) as the values we achieved. There is a small chance that the sample drawn does not represent the true population value.

Consumer: A person who receives mental health services.

Continuum of Care: A core set of mental health services that mental health service providers, who are contracting with the Division of Mental Health and Addiction, must offer to consumers. These services include the following:

1. Individualized treatment planning to increase coping skills and symptom management, which may include any combination of services listed below.
2. Twenty-four hour a day crisis intervention.
3. Case management to fulfill individual consumer needs, including assertive case management when indicated.
4. Outpatient services, including intensive outpatient services, substance abuse services, counseling, and treatment.
5. Acute stabilization services including detoxification services.
6. Residential services.
7. Day treatment.
8. Family support services.
9. Medication evaluation and monitoring.
10. Services to prevent unnecessary and inappropriate treatment and hospitalization and the deprivation of a person's liberty.

Degree of Variability: Refers to the distribution of the attributes being measures in the population. The less variable (more homogeneous) the population, the smaller the sample size. A proportion of 50% indicates the greatest level of variability, while 20% or 80% indicate less variability (greater homogeneity).

Division of Mental Health and Addiction (DMHA): The Indiana Family and Social Services Administration (FSSA) division that regulates and certifies mental health services in Indiana.

Hoosier Assurance Plan (HAP): The Division of Mental Health and Addiction care strategy for the method of funding and the delivery of mental health and addiction services by the state of Indiana.

Mental Illness: All forms of illness in which psychological, emotional, or behavioral disturbances are the dominating feature and which can substantially diminish the capacity for coping with ordinary demands of life.

MHSIP: Mental Health Statistics Improvement Program

NASMHPD: National Association of State Mental Health Program Directors

NRI: National Association of State Mental Health Program Directors Research Institute

Outcomes: A form of measuring consumer experience designed to help consumers, payers, and providers make rational health care choices based on better insight into the effect of these choices on the consumer's life.

Population: A complete set of individuals having some common observable characteristic. In this report the population is all consumers served by DMHA-contracted mental health providers.

Poverty: As defined by the federal government, a person is in poverty if the household in which the person resides has an annual income below a predetermined level.

SAMHSA: The Substance Abuse and Mental Health Services Administration, which is a federal agency under Health and Human Services (HHS).

Sample: A portion or subset of the entire population that is used to make inferences about the entire population.

Serious Emotional Disturbance (Children/Adolescents): The Division of Mental Health and Addiction definition of serious emotional disturbance, which is also the federal definition, is as follows:

1. The child has a mental illness diagnosis under the DSM-IV-TR, published by the American Psychiatric Association.
2. The child experiences significant functional impairments in at least one of the following areas:
 - a) Activities of daily living.
 - b) Interpersonal functioning.
 - c) Concentration, persistence, and pace.
 - d) Adaptation to change.
3. The duration of the disorder has been, or is expected to be, in excess of twelve months. However, children who have experienced a situational trauma, and who are receiving services in two or more community agencies, do not have to meet the durational requirement of this clause.

Seriously Mentally Ill (Adults): The Division of Mental Health and Addiction definition of seriously mentally ill adult, which is also the federal definition, is as follows:

1. The individual has a mental illness diagnosis under the Diagnostic and Statistical Manual of Mental Disorders, 4th edition (DSM IV-TR), published by the American Psychiatric Association.
2. The individual experiences significant functional impairment in two of the following areas:
 - a) Activities of daily living.
 - b) Interpersonal functioning.
 - c) Concentration, persistence, and pace.
 - d) Adaptation to change.
3. The duration of the mental illness has been, or is expected to be, in excess of twelve months. However, adults who have experienced a situational trauma do not have to meet the durational requirement of this clause.

State Fiscal Year (SFY): In Indiana, the one-year period of time from July 1 of one year to June 30 of the following year.

Internet References

Organization	Website
Indiana Family and Social Services Administration (FSSA)	www.in.gov/fssa
Indiana FSSA Division of Mental Health and Addiction (DMHA)	www.in.gov/fssa/servicemental
Substance Abuse and Mental Health Services Administration (SAMHSA)	www.samhsa.gov http://www.mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/
SAMHSA Center for Mental Health Services (CMHS)	www.samhsa.gov/centers/cmhs/cmhs.html
SAMHSA National Outcome Measures (NOMS)	http://www.nationaloutcomemeasures.samhsa.gov/welcome.asp
Mental Health Statistics Improvement Program (MHSIP)	www.mhsip.org
National Association of State Mental Health Program Directors (NASMHPD)	www.nasmhpd.org
NASMHPD Research Institute (NRI)	www.nri-inc.org

Adult Service Providers by County

County	Adult (SMI) MH Service Providers, SFY2005
Adams	Park Center, Inc.
Allen	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
	Park Center, Inc.
Bartholomew	Quinco Consulting Center
Benton	Wabash Valley Hospital, Inc.
Blackford	Grant Blackford Mental Health, Inc.
Boone	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
Brown	Quinco Consulting Center
Carroll	Wabash Valley Hospital, Inc.
Cass	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Clark	Lifespring, Inc.
Clay	Hamilton Center, Inc.
Clinton	Howard County Hospital
Crawford	The Southern Hills Counseling Center Incorporated
Davies	Knox County Hospital
De Kalb	Northeastern Center, Inc.
Dearborn	Community Mental Health Center, Inc.
Decatur	Quinco Consulting Center
Delaware	Center for Mental Health, Inc., The
	Comprehensive Mental Health Services, Inc.
Dubois	The Southern Hills Counseling Center Incorporated
Elkhart	Madison Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Porter-Starke Services, Inc.
	Edgewater Systems for Balanced Living, Inc.
Fayette	Dunn Mental Health Center, Inc.
	Comprehensive Mental Health Services, Inc.
	Four County Comprehensive Mental Health Center, Inc.

County	Adult (SMI) MH Service Providers, SFY2005
Fayette (continued)	Otis R. Bowen Center for Human Services, Inc., The
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Floyd	Lifespring, Inc.
Fountain	Hamilton Center, Inc.
	Wabash Valley Hospital, Inc.
Franklin	Community Mental Health Center, Inc.
Fulton	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Gibson	Southwestern Indiana Mental Health Center, Inc.
Grant	Center for Mental Health, Inc., The
	Grant Blackford Mental Health, Inc.
Greene	Hamilton Center, Inc.
	South Central Community Mental Health Center, Inc.
Hamilton	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Center for Mental Health, Inc., The
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
Hancock	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
Harrison	Lifespring, Inc.
Hendricks	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Cummins Mental Health Center, Inc.
	Hamilton Center, Inc.
	Midtown Community Mental Health Centers
Henry	Center for Mental Health, Inc., The
	Comprehensive Mental Health Services, Inc.
Howard	Howard County Hospital
Huntington	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Jackson	Quinco Consulting Center
Jasper	Wabash Valley Hospital, Inc.
Jay	Comprehensive Mental Health Services, Inc.

County	Adult (SMI) MH Service Providers, SFY2005
Jefferson	Lifespring, Inc.
	Quinco Consulting Center
Jennings	Quinco Consulting Center
Johnson	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Cummins Mental Health Center, Inc.
	Hamilton Center, Inc.
	Midtown Community Mental Health Centers
Knox	Hamilton Center, Inc.
	Knox County Hospital
Kosciusko	Four County Comprehensive Mental Health Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
	Edgewater Systems for Balanced Living, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Porter-Starke Services, Inc.
LaGrange	Northeastern Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
	Edgewater Systems for Balanced Living, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Porter-Starke Services, Inc.
Lake	Edgewater Systems for Balanced Living, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Oaklawn Psychiatric Center, Inc.
	Porter-Starke Services, Inc.
	Saint Margaret Mary Healthcare Centers, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
LaPorte	LaPorte County Comprehensive Mental Health Council, Inc.
	Madison Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
	Porter-Starke Services, Inc.
	Edgewater Systems for Balanced Living, Inc.
Lawrence	South Central Community Mental Health Center, Inc.
Madison	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.

County	Adult (SMI) MH Service Providers, SFY2005
Madison (continued)	Center for Mental Health, Inc., The
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
Marion	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Cummins Mental Health Center, Inc.
	Hamilton Center, Inc.
	Midtown Community Mental Health Centers
	Universal Behavioral Services - Indianapolis
Marshall	Four County Comprehensive Mental Health Center, Inc.
	Madison Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Howard County Hospital
	Dunn Mental Health Center, Inc.
	Wabash Valley Hospital, Inc.
Martin	Knox County Hospital
Miami	Four County Comprehensive Mental Health Center, Inc.
	Howard County Hospital
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Wabash Valley Hospital, Inc.
Monroe	Hamilton Center, Inc.
	South Central Community Mental Health Center, Inc.
Montgomery	Cummins Mental Health Center, Inc.
	Hamilton Center, Inc.
	Wabash Valley Hospital, Inc.
Morgan	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
	South Central Community Mental Health Center, Inc.
Newton	Wabash Valley Hospital, Inc.
Noble	Four County Comprehensive Mental Health Center, Inc.
	Northeastern Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
	Edgewater Systems for Balanced Living, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.

County	Adult (SMI) MH Service Providers, SFY2005
Noble (continued)	Porter-Starke Services, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
Ohio	Community Mental Health Center, Inc.
Orange	The Southern Hills Counseling Center Incorporated
Owen	Hamilton Center, Inc.
	South Central Community Mental Health Center, Inc.
Parke	Hamilton Center, Inc.
Perry	The Southern Hills Counseling Center Incorporated
Pike	Knox County Hospital
Porter	Oaklawn Psychiatric Center, Inc.
	Porter-Starke Services, Inc.
	Southlake Community Mental Health Center, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Edgewater Systems for Balanced Living, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
Posey	Southwestern Indiana Mental Health Center, Inc.
Pulaski	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Putnam	Cummins Mental Health Center, Inc.
	Hamilton Center, Inc.
Randolph	Comprehensive Mental Health Services, Inc.
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Ripley	Community Mental Health Center, Inc.
Rush	Dunn Mental Health Center, Inc.
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Saint Joseph	Madison Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Edgewater Systems for Balanced Living, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.

County	Adult (SMI) MH Service Providers, SFY2005
Scott	Lifespring, Inc.
Shelby	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
Spencer	Southern Hills Counseling Center Incorporated, The
Starke	Oaklawn Psychiatric Center, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Edgewater Systems for Balanced Living, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
Steuben	Northeastern Center, Inc.
Sullivan	Hamilton Center, Inc.
Switzerland	Community Mental Health Center, Inc.
Tippecanoe	Cummins Mental Health Center, Inc.
	Wabash Valley Hospital, Inc.
Tipton	Howard County Hospital
Union	Dunn Mental Health Center, Inc.
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Vanderburgh	Southwestern Indiana Mental Health Center, Inc.
Vermillion	Hamilton Center, Inc.
Vigo	Cummins Mental Health Center, Inc.
	Hamilton Center, Inc.
Wabash	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Warren	Wabash Valley Hospital, Inc.
Warrick	Southwestern Indiana Mental Health Center, Inc.
Washington	Lifespring, Inc.
Wayne	Comprehensive Mental Health Services, Inc.
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Wells	Park Center, Inc.
White	Wabash Valley Hospital, Inc.
Whitley	Four County Comprehensive Mental Health Center, Inc.

County	Adult (SMI) MH Service Providers, SFY2005
Whitley (continued)	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.

Child/Adolescent Service Providers by County

County	Children/Adolescents (SED) MH Services Providers, SFY2005
Adams	Park Center, Inc.
Allen	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
	Park Center, Inc.
	Villages of Indiana, Inc., The
Bartholomew	Quinco Consulting Center
Benton	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Blackford	Grant Blackford Mental Health, Inc.
Boone	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
	St. Vincent Hospital and Health Care Center, Inc.
Brown	Quinco Consulting Center
Carroll	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Cass	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.

County	Children/Adolescents (SED) MH Services Providers, SFY2005
Clark	Lifespring, Inc.
Clay	Hamilton Center, Inc.
Clinton	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Crawford	The Southern Hills Counseling Center Incorporated
Davies	Knox County Hospital
De Kalb	Northeastern Center, Inc.
Dearborn	Community Mental Health Center, Inc.
Decatur	Quinco Consulting Center
Delaware	Center for Mental Health, Inc., The
	Comprehensive Mental Health Services, Inc.
Dubois	The Southern Hills Counseling Center Incorporated
Elkhart	Madison Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Edgewater Systems for Balanced Living, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
	Villages of Indiana, Inc., The
Fayette	Comprehensive Mental Health Services, Inc.
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Floyd	Lifespring, Inc.
Fountain	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Franklin	Community Mental Health Center, Inc.
Fulton	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Gibson	Southwestern Indiana Mental Health Center, Inc.
Grant	Grant Blackford Mental Health, Inc.

County	Children/Adolescents (SED) MH Services Providers, SFY2005
Greene	Hamilton Center, Inc.
	South Central Community Mental Health Center, Inc.
Hamilton	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Center for Mental Health, Inc., The
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
	St. Vincent Hospital and Health Care Center, Inc.
Hancock	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
	St. Vincent Hospital and Health Care Center, Inc.
Harrison	Lifespring, Inc.
Hendricks	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Cummins Mental Health Center, Inc.
	Hamilton Center, Inc.
	Midtown Community Mental Health Centers
	St. Vincent Hospital and Health Care Center, Inc.
Henry	Comprehensive Mental Health Services, Inc.
Howard	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
	Villages of Indiana, Inc., The
Huntington	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Jackson	Quinco Consulting Center
Jasper	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Jay	Comprehensive Mental Health Services, Inc.
Jefferson	Lifespring, Inc.
	Quinco Consulting Center
Jennings	Quinco Consulting Center
Johnson	Adult and Child Mental Health Center, Inc.

County	Children/Adolescents (SED) MH Services Providers, SFY2005
Johnson (continued)	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Cummins Mental Health Center, Inc.
	Midtown Community Mental Health Centers
Knox	Knox County Hospital
Kosciusko	Four County Comprehensive Mental Health Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Edgewater Systems for Balanced Living, Inc.
LaGrange	Northeastern Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Edgewater Systems for Balanced Living, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
Lake	PSI Services, Inc.
	Saint Margaret Mary Healthcare Centers, Inc.
	Villages of Indiana, Inc., The
	Oaklawn Psychiatric Center, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Edgewater Systems for Balanced Living, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
LaPorte	Madison Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Edgewater Systems for Balanced Living, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
Lawrence	South Central Community Mental Health Center, Inc.
Madison	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Center for Mental Health, Inc., The
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
Marion	Adult and Child Mental Health Center, Inc.

County	Children/Adolescents (SED) MH Services Providers, SFY2005
Marion (continued)	Behavior Corp, Inc.
	Children's Bureau of Indianapolis, Inc.
	Community Hospitals of Indiana, Inc.
	Cummins Mental Health Center, Inc.
	Hamilton Center, Inc.
	Midtown Community Mental Health Centers
	St. Vincent Hospital and Health Care Center, Inc.
	Villages of Indiana, Inc., The
	Universal Behavioral Services – Indianapolis
Marshall	Four County Comprehensive Mental Health Center, Inc.
	Madison Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Martin	Knox County Hospital
Miami	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Monroe	Hamilton Center, Inc.
	South Central Community Mental Health Center, Inc.
	Villages of Indiana, Inc., The
Montgomery	Cummins Mental Health Center, Inc.
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Morgan	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
	South Central Community Mental Health Center, Inc.
Newton	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
	Oaklawn Psychiatric Center, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.

County	Children/Adolescents (SED) MH Services Providers, SFY2005
Newton (continued)	Edgewater Systems for Balanced Living, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
Noble	Four County Comprehensive Mental Health Center, Inc.
	Northeastern Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Edgewater Systems for Balanced Living, Inc.
Ohio	Community Mental Health Center, Inc.
Orange	The Southern Hills Counseling Center Incorporated
Owen	Hamilton Center, Inc.
	South Central Community Mental Health Center, Inc.
Parke	Hamilton Center, Inc.
Perry	The Southern Hills Counseling Center Incorporated
Pike	Knox County Hospital
Porter	Madison Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	PSI Services, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Edgewater Systems for Balanced Living, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
Posey	Southwestern Indiana Mental Health Center, Inc.
Pulaski	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Putnam	Cummins Mental Health Center, Inc.
	Hamilton Center, Inc.
Randolph	Comprehensive Mental Health Services, Inc.
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.

County	Children/Adolescents (SED) MH Services Providers, SFY2005
Ripley	Community Mental Health Center, Inc.
Rush	Comprehensive Mental Health Services, Inc.
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Saint Joseph	Madison Center, Inc.
	Oaklawn Psychiatric Center, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Edgewater Systems for Balanced Living, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
	Villages of Indiana, Inc., The
Scott	Lifespring, Inc.
Shelby	Adult and Child Mental Health Center, Inc.
	Behavior Corp, Inc.
	Community Hospitals of Indiana, Inc.
	Midtown Community Mental Health Centers
Spencer	Southern Hills Counseling Center Incorporated, The
Starke	Oaklawn Psychiatric Center, Inc.
	Southlake Community Mental Health Center, Inc.
	Tri-City Comprehensive Community Mental Health Center, Inc.
	Porter-Starke Services, Inc.
	LaPorte County Comprehensive Mental Health Council, Inc.
	Edgewater Systems for Balanced Living, Inc.
Steuben	Northeastern Center, Inc.
Sullivan	Hamilton Center, Inc.
Switzerland	Community Mental Health Center, Inc.
	Quinco Consulting Center
Tippecanoe	Cummins Mental Health Center, Inc.
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
	Villages of Indiana, Inc., The
Tipton	Center for Mental Health, Inc., The
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.

County	Children/Adolescents (SED) MH Services Providers, SFY2005
Union	Comprehensive Mental Health Services, Inc.
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Vanderburgh	Southwestern Indiana Mental Health Center, Inc.
	Villages of Indiana, Inc., The
Vermillion	Hamilton Center, Inc.
Vigo	Cummins Mental Health Center, Inc.
	Hamilton Center, Inc.
Wabash	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Warren	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Warrick	Southwestern Indiana Mental Health Center, Inc.
Washington	Lifespring, Inc.
Wayne	Comprehensive Mental Health Services, Inc.
	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Wells	Park Center, Inc.
White	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.
Whitley	Four County Comprehensive Mental Health Center, Inc.
	Otis R. Bowen Center for Human Services, Inc., The
	Dunn Mental Health Center, Inc.
	Madison Center, Inc.
	Howard County Hospital
	Wabash Valley Hospital, Inc.

Appendix 1. Sample Size Confidence Intervals, MHSIP Adult Survey

Center Number	Center Name	Number Served	Number of Survey Responses	Confidence Interval* at 80% Confidence Level	Confidence Interval* at 90% Confidence Level
429	Adult and Child Mental Health Center	1,052	62	6.84%	8.78%
430	BehaviorCorp, Inc.	2,004	62	6.94%	8.91%
411	Center for Behavioral Health	1,238	61	6.93%	8.90%
425	Center for Mental Health, Inc., The	1,294	61	6.94%	8.91%
413	Community Mental Health Center, Inc.	926	62	6.81%	8.74%
422	Comprehensive MH Services, Inc.	1,895	64	6.82%	8.75%
428	Cummins Mental Health Center, Inc.	1,682	62	6.92%	8.88%
417	Dunn Mental Health Center, Inc.	1,512	64	6.79%	8.72%
421	Edgewater Systems For Balanced Living	1,005	61	6.89%	8.84%
427	Four County Comprehensive MH Center	1,023	65	6.66%	8.55%
416	Gallahue Mental Health Center	1,699	64	6.81%	8.74%
414	Grant Blackford Mental Health, Inc.	875	60	6.92%	8.88%
405	Hamilton Center, Inc.	2,541	63	6.91%	8.86%
407	Howard Community Hospital	665	63	6.66%	8.54%
402	LifeSpring Inc.	2,151	62	6.95%	8.92%
406	Madison Center, Inc.	1,059	61	6.90%	8.86%
401	Midtown Community MH Center	3,298	65	6.82%	8.75%
426	Northeastern Center, Inc.	1,233	63	6.81%	8.74%
409	Oaklawn Psychiatric Center, Inc.	1,580	66	6.69%	8.58%
423	Otis R. Bowen Center	1,096	65	6.68%	8.57%
419	Park Center, Inc.	2,472	63	6.90%	8.86%
418	Porter-Starke Services, Inc.	1,281	61	6.94%	8.90%
408	Quinco Consulting Center, Inc.	1,841	62	6.93%	8.89%
1001	Saint Margaret Mercy Healthcare Centers	382	58	6.72%	8.62%
403	Samaritan Center	1,119	61	6.91%	8.87%
420	Southern Hills Counseling Center, Inc.	928	60	6.93%	8.90%
424	Southlake Community MH Center, Inc.	1,158	64	6.75%	8.66%
404	Southwestern Indiana MH Center, Inc.	2,754	66	6.75%	8.66%
410	Swanson Center	625	59	6.88%	8.83%
412	Tri-City Comprehensive MH Center, Inc.	1,154	63	6.80%	8.73%
1389	Universal Behavioral Services	218	31	9.25%	11.88%
415	Wabash Valley Hospital, Inc.	2,070	63	6.89%	8.84%
Totals		45,830	1,967		
Average (mean) confidence intervals this report card				6.9%	8.9%
Average (mean) confidence intervals last report card				7.2%	9.3%
Improvement in range of error with proportional and increased sample sizes				0.3%	0.4%

* The range in which the true value of the population is estimated to be. See the "Project Methods" section of this document for more information about confidence intervals.

Appendix 2. Sample Size Confidence Intervals, YSS-F Parent/Caretaker Survey

Center No.	Center Name	Number Served	Number of Survey Answers	Confidence Interval* at 80% Confidence Level	Confidence Interval* at 90% Confidence Level
429	Adult and Child Mental Health Center	1,217	62	6.87%	8.82%
430	BehaviorCorp, Inc.	838	60	6.91%	8.87%
411	Center for Behavioral Health	432	56	6.93%	8.89%
425	Center for Mental Health, Inc., The	680	59	6.91%	8.87%
413	Community Mental Health Center, Inc.	391	56	6.87%	8.82%
422	Comprehensive Mental Health Services	552	60	6.77%	8.69%
428	Cummins Mental Health Center, Inc.	1,278	67	6.60%	8.47%
417	Dunn Mental Health Center, Inc.	747	60	6.87%	8.82%
421	Edgewater Systems For Balanced Living	425	58	6.78%	8.70%
427	Four County Comprehensive MH Center	674	59	6.91%	8.86%
416	Gallahue Mental Health Center	1,681	65	6.75%	8.66%
414	Grant Blackford Mental Health, Inc.	317	57	6.67%	8.56%
405	Hamilton Center, Inc.	1,385	61	6.95%	8.92%
407	Howard Community Hospital	408	59	6.69%	8.59%
402	LifeSpring Inc.	781	60	6.89%	8.84%
406	Madison Center, Inc.	1,634	63	6.86%	8.80%
401	Midtown Community MH Center	1,288	63	6.82%	8.75%
426	Northeastern Center, Inc.	588	61	6.73%	8.64%
409	Oaklawn Psychiatric Center, Inc.	735	64	6.63%	8.51%
423	Otis R. Bowen Center	1,233	61	6.93%	8.89%
419	Park Center, Inc.	802	60	6.90%	8.85%
418	Porter-Starke Services, Inc.	431	57	6.85%	8.80%
408	Quinco Consulting Center, Inc.	1,019	60	6.95%	8.92%
403	Samaritan Center	473	57	6.82%	8.75%
420	Southern Hills Counseling Center, Inc.	546	61	6.70%	8.60%
424	Southlake Community MH Center, Inc.	430	58	6.79%	8.71%
404	Southwestern Indiana MH Center, Inc.	1,333	63	6.83%	8.76%
1001	St. Margaret Mercy Healthcare Centers	80	37	6.73%	8.64%
1007	St. Vincent Hospital and Health Care	80	36	6.90%	8.86%
410	Swanson Center	290	53	6.90%	8.86%
412	Tri-City Comprehensive MH Center, Inc.	966	60	6.94%	8.91%
1389	Universal Behavioral Services	211	42	7.68%	9.86%
1006	Villages of Indiana, Inc., The	353	56	6.81%	8.74%
415	Wabash Valley Hospital, Inc.	879	60	6.92%	8.88%
Totals		25,177**	1,971		
Average (mean) confidence intervals this report card				6.9%	8.8%
Average (mean) confidence intervals last report card				7.0%	8.9%
Improvement in range of error with proportional and increased sample sizes				0.1%	0.1%

* The range in which the true value of the population is estimated to be. See the "Project Methods" section of this document for more information about confidence intervals.

** This figure excludes data from three providers. For more information, please see the "Overview" at the beginning of this report card.

Appendix 3. IU CSR Final Dispositions

Interviews	SMI	SED	Total
Complete	1967	1990	3957
Total interviews	1967	1990	3957
Eligible, Non-Interview			
Refusal	411	197	608
Break-off	71	27	98
Respondent never available	279	195	474
Respondent away duration of the survey	20	0	20
Respondent deceased	63	3	66
Physically or mentally unable/incompetent	252	2	254
Language problem	12	15	27
Prison/Military/Institution	1	0	1
Telephone answering device (message confirms respondent)	6	1	7
Total Eligible, Non-Interviews	1115	440	1555
Unknown Eligibility/R Not Found			
Respondent not found	2257	2099	4356
Always busy	9	20	29
No answer	88	54	142
Telephone answering device	169	128	297
Barrier to dialing (privacy manager)	3	11	14
Total Unknown Eligibility/R Not Found	2526	2312	4838
Respondent Not Eligible			
Respondent denies having received services	123	147	270
Miscellaneous ineligible	2	2	4
Quota filled in that center	18	2	20
Total Respondent Not Eligible	143	151	294
Total Sample	5751	4893	10644
RESPONSE RATE THIS REPORT CARD (SFY2004)	34.2%	40.7%	37.2%
RESPONSE RATE LAST REPORT CARD (SFY2003)	34.4%	41.8%	37.8%

Appendix 4. Individual Survey Items that are Aggregated into Categories

The below survey questions are the actual questions asked on the MHSIP (adult) survey and the YSS-F (parent/caretaker) survey.

MHSIP Adult Survey

General Satisfaction

- I liked the services that I received here.
- If I had other choices, I would still get services at this agency.
- I would recommend this agency to a friend or family.

Good Service Access

- The location of services was convenient.
- Staff was willing to see me as often as I felt it was necessary.
- Staff returned my calls within 24 hours.
- Services were available at times that were good for me.
- I was able to get all the services I thought I needed.
- I was able to see a psychiatrist when I wanted to.

Quality & Appropriateness

- Staff believed that I could grow, change and recover.
- I felt free to complain.
- I was given information about my rights.
- Staff encouraged me to take responsibility for how I live my life.
- Staff told what side effects to watch for.
- Staff respected my wishes about who is and is not to be given information about my treatment.
- Staff was sensitive to my cultural/ethnic background.
- Staff helped me obtain the information needed so I could take charge of managing my illness.
- I was encouraged to use consumer-run programs.

Participation in Treatment Planning

- I felt comfortable asking questions about my treatment and medications.
- I, not staff, decided my treatment goals.

Positive Service Outcomes

- I deal more effectively with daily problems.
- I am better able to control my life.
- I am better able to deal with crisis.
- I am getting along better with my family.
- I do better in social situations.
- I do better in school and/or work.
- My housing situation has improved.
- My symptoms are not bothering me as much.

YSS-F Parent/Caretaker Survey

General Satisfaction

- Overall, I am satisfied with the services my child received.
- The people helping my child stuck with us no matter what.
- I felt my child had someone to talk to when he/she was troubled.
- The services my child and/or family received were right for us.
- My family got the help we wanted for my child.
- My family got as much help as we needed for my child.

Good Service Access

- The location of services was convenient for us.
- Services were available at times that were convenient for us.

Quality & Appropriateness or Cultural Sensitivity

- Staff treated me with respect.
- Staff respected my family's religious/spiritual beliefs.
- Staff spoke with me in a way that I understood.
- Staff was sensitive to my cultural/ethnic background.

Participation in Treatment Planning

- I helped to choose my child's services.
- I helped to choose my child's treatment goals.
- I participated in my child's treatment.

Positive Service Outcomes

- My child is better at handling daily life.
- My child gets along better with family members.
- My child gets along better with friends and other people.
- My child is doing better in school and/or work.
- My child is better able to cope when things go wrong.
- I am satisfied with our family life right now.

Appendix 5. Descriptive Statistics

Descriptive Statistics – MHSIP Adult Survey Categories

	N	Min	Max	Mean	SD
General Satisfaction	1,965	1	5	2.02	.957
Good Service Access	1,965	1	5	2.02	.777
Quality & Appropriateness	1,947	1	5	1.98	.694
Participation in Treatment Planning	1,872	1	5	2.08	.840
Positive Service Outcomes	1,925	1	5	2.32	.853

Descriptive Statistics – YSS-F Parent/Caretaker Survey Categories

	N	Min	Max	Mean	SD
General Satisfaction	1,965	1	5	2.18	.997
Good Service Access	1,957	1	5	1.93	.762
Cultural Sensitivity	1,954	1	5	1.90	.795
Participation in Treatment Planning	1,968	1	5	1.69	.598
Positive Service Outcomes	1,931	1	5	2.48	.957

Appendix 6. One-way Analyses of Variance

MHSIP Adult Survey Means Comparisons

		Sum of Squares	df	Mean Square	F	Sig.
General Satisfaction	Between Groups	22.167	31	.715	.777	.805
	Within Groups	1778.035	1933	.920		
	Total	1800.201	1964			
Good Service Access	Between Groups	22.182	31	.716	1.187	.220
	Within Groups	1165.036	1933	.603		
	Total	1187.218	1964			
Quality & Appropriateness	Between Groups	10.856	31	.350	.724	.868
	Within Groups	926.608	1915	.484		
	Total	937.465	1946			
Participation in Treatment Planning	Between Groups	30.716	31	.991	1.413	.066
	Within Groups	1290.489	1840	.701		
	Total	1321.205	1871			
Positive Service Outcomes	Between Groups	27.058	31	.873	1.205	.203
	Within Groups	1371.211	1893	.724		
	Total	1398.269	1924			

No MHSIP survey categories achieved statistical significance, indicating that all providers are considered to be equally satisfactory.

YSS-F Parent/Caretaker Survey Means Comparisons

		Sum of Squares	df	Mean Square	F	Sig.
General Satisfaction	Between Groups	75.745	33	2.295	2.361	.000**
	Within Groups	1876.923	1931	.972		
	Total	1952.668	1964			
Good Service Access	Between Groups	41.267	33	1.251	2.200	.256
	Within Groups	1093.297	1923	.569		
	Total	1134.564	1956			
Cultural Sensitivity	Between Groups	23.946	33	.726	1.150	.018*
	Within Groups	1211.348	1920	.631		
	Total	1235.295	1953			
Participation in Treatment Planning	Between Groups	18.584	33	.563	1.589	.000**
	Within Groups	685.460	1934	.354		
	Total	704.044	1967			
Positive Service Outcomes	Between Groups	47.724	33	1.446	1.594	.018*
	Within Groups	1720.892	1897	.907		
	Total	1768.616	1930			

**p < 0.001

*p < 0.05

Two YSS-F survey categories achieved high significance (p<0.001): General Satisfaction and Participation in Treatment Planning. This indicates true differences in consumer satisfaction among the providers. Two other categories achieved low levels of significance (p<0.05). While this does indicate some difference among providers, a conservative analysis was done and these differences were not examined nor discussed in detail in this report.

Appendix 7. MHSIP Adult Survey Average (Mean) Scores

General Satisfaction		Good Service Access		Quality and Appropriateness		Participation in Treatment Planning		Positive Service Outcomes	
404 Southwestern	1.79	430 BehaviorCorp	1.80	402 LifeSpring	1.83	430 BehaviorCorp	1.78	1389 Universal Behavior Svcs	2.05
422 Comp MH	1.84	403 Samaritan Ctr	1.85	430 BehaviorCorp	1.85	1389 Universal Behavior Svcs	1.83	430 BehaviorCorp	2.07
1389 Universal Behavior Svcs	1.89	422 Comp MH	1.89	404 Southwestern	1.87	418 Porter-Starke Svcs	1.84	420 Southern Hills	2.12
430 BehaviorCorp	1.91	408 Quinco Consulting Ctr	1.90	407 Howard Community Hosp	1.88	402 LifeSpring	1.88	403 Samaritan Ctr	2.14
416 Gallahue MH Ctr	1.91	415 Wabash Valley Hosp	1.91	1389 Universal Behavior Svcs	1.89	420 Southern Hills	1.92	407 Howard Community Hosp	2.15
407 Howard Community Hosp	1.92	1389 Universal Behavior Svcs	1.92	420 Southern Hills	1.90	405 Hamilton Ctr	1.94	408 Quinco Consulting Ctr	2.15
415 Wabash Valley Hosp	1.93	404 Southwestern	1.94	405 Hamilton Ctr	1.90	422 Comp MH	1.95	418 Porter-Starke Svcs	2.16
429 Adult & Child MH Ctr	1.94	419 Park Ctr	1.94	414 Grant Blackford MH	1.93	408 Quinco Consulting Ctr	1.97	404 Southwestern	2.20
418 Porter-Starke Svcs	1.95	410 Swanson Ctr	1.94	418 Porter-Starke Svcs	1.93	409 Oaklawn Psychiatric Ctr	2.00	429 Adult & Child MH Ctr	2.26
403 Samaritan Ctr	1.95	429 Adult & Child MH Ctr	1.95	426 Northeastern Ctr	1.94	424 Southlake	2.02	402 LifeSpring	2.27
410 Swanson Ctr	1.95	418 Porter-Starke Svcs	1.95	408 Quinco Consulting Ctr	1.95	413 Community MH Ctr	2.03	409 Oaklawn Psychiatric Ctr	2.28
420 Southern Hills	1.96	405 Hamilton Ctr	1.96	422 Comp MH	1.95	428 Cummins MH Ctr	2.06	422 Comp MH	2.28
402 LifeSpring	1.96	401 Midtown Community MH Ctr	1.97	401 Midtown Community MH Ctr	1.95	416 Gallahue MH Ctr	2.06	405 Hamilton Ctr	2.29
1001 St. Margaret Mercy	1.97	412 Tri-City Comp MH Ctr	1.98	416 Gallahue MH Ctr	1.95	407 Howard Community Hosp	2.07	415 Wabash Valley Hosp	2.31
408 Quinco Consulting Ctr	1.97	427 Four County Comp	1.99	423 Otis R. Bowen Ctr	1.96	415 Wabash Valley Hosp	2.09	421 Edgewater Systems	2.33
409 Oaklawn Psychiatric Ctr	1.98	402 LifeSpring	1.99	403 Samaritan Ctr	1.97	403 Samaritan Ctr	2.09	414 Grant Blackford MH	2.34
401 Midtown Community MH Ctr	2.00	413 Community MH Ctr	2.02	417 Dunn MH Ctr	1.97	426 Northeastern Ctr	2.09	417 Dunn MH Ctr	2.35
405 Hamilton Ctr	2.01	409 Oaklawn Psychiatric Ctr	2.04	425 Center for MH	1.97	417 Dunn MH Ctr	2.10	426 Northeastern Ctr	2.35
413 Community MH Ctr	2.03	420 Southern Hills	2.05	424 Southlake	1.98	404 Southwestern	2.10	401 Midtown Community MH Ctr	2.35
414 Grant Blackford MH	2.04	1001 St. Margaret Mercy	2.07	409 Oaklawn Psychiatric Ctr	1.98	410 Swanson Ctr	2.11	425 Center for MH	2.36
423 Otis R. Bowen Ctr	2.09	416 Gallahue MH Ctr	2.07	412 Tri-City Comp MH Ctr	2.00	425 Center for MH	2.12	419 Park Ctr	2.37
425 Center for MH	2.10	414 Grant Blackford MH	2.08	428 Cummins MH Ctr	2.00	429 Adult & Child MH Ctr	2.13	416 Gallahue MH Ctr	2.37
417 Dunn MH Ctr	2.10	406 Madison Ctr, Inc.	2.08	429 Adult & Child MH Ctr	2.01	414 Grant Blackford MH	2.13	424 Southlake	2.38
426 Northeastern Ctr	2.10	421 Edgewater Systems	2.08	410 Swanson Ctr	2.02	427 Four County Comp	2.13	411 Center for Behavioral Hlth	2.41
411 Center for Behavioral Hlth	2.11	417 Dunn MH Ctr	2.10	415 Wabash Valley Hosp	2.03	401 Midtown Community MH Ctr	2.14	410 Swanson Ctr	2.41
419 Park Ctr	2.12	424 Southlake	2.10	427 Four County Comp	2.05	412 Tri-City Comp MH Ctr	2.17	413 Community MH Ctr	2.41
424 Southlake	2.13	407 Howard Community Hosp	2.11	411 Center for Behavioral Hlth	2.06	423 Otis R. Bowen Ctr	2.19	423 Otis R. Bowen Ctr	2.44
421 Edgewater Systems	2.15	426 Northeastern Ctr	2.13	413 Community MH Ctr	2.07	411 Center for Behavioral Hlth	2.20	1001 St. Margaret Mercy	2.44
412 Tri-City Comp MH Ctr	2.16	423 Otis R. Bowen Ctr	2.15	1001 St. Margaret Mercy	2.08	1001 St. Margaret Mercy	2.20	406 Madison Ctr, Inc.	2.46
427 Four County Comp	2.18	411 Center for Behavioral Hlth	2.17	419 Park Ctr	2.08	419 Park Ctr	2.23	412 Tri-City Comp MH Ctr	2.48
406 Madison Ctr, Inc.	2.20	428 Cummins MH Ctr	2.23	421 Edgewater Systems	2.12	421 Edgewater Systems	2.33	428 Cummins MH Ctr	2.49
428 Cummins MH Ctr	2.21	425 Center for MH	2.27	406 Madison Ctr, Inc.	2.14	406 Madison Ctr, Inc.	2.36	427 Four County Comp	2.49

Appendix 8. YSS-F Parent/Caretaker Survey Average (Mean) Scores

General Satisfaction		Good Service Access		Cultural Sensitivity		Participation in Treatment Planning		Positive Service Outcomes	
1007 St. Vincent Hosp	1.69	402 LifeSpring	1.71	1007 St. Vincent Hosp	1.42	430 BehaviorCorp	1.60	1006 Villages of Indiana	2.12
1006 Villages of Indiana	1.85	419 Park Ctr	1.73	430 BehaviorCorp	1.47	1007 St. Vincent Hosp	1.68	1007 St. Vincent Hosp	2.13
409 Oaklawn Psychiatric Ctr	1.89	405 Hamilton Ctr	1.74	1006 Villages of Indiana	1.54	402 LifeSpring	1.73	409 Oaklawn Psychiatric Ctr	2.16
430 BehaviorCorp	1.95	430 BehaviorCorp	1.74	402 LifeSpring	1.58	419 Park Ctr	1.75	44 Southwestern	2.30
405 Hamilton Ctr	1.95	417 Dunn MH Ctr	1.79	409 Oaklawn Psychiatric Ctr	1.59	418 Porter-Starke Svcs	1.77	418 Porter-Starke Svcs	2.33
1001 St. Margaret Mercy	2.01	415 Wabash Valley Hosp	1.81	1001 St. Margaret Mercy	1.61	425 Center for Mental Hlth	1.80	407 Howard Community Hosp	2.35
418 Porter-Starke Svcs	2.01	401 Midtown Community MH Ctr	1.82	425 Center for Mental Hlth	1.61	44 Southwestern	1.83	415 Wabash Valley Hosp	2.42
401 Midtown Community MH Ctr	2.01	426 Northeastern Ctr	1.83	405 Hamilton Ctr	1.61	409 Oaklawn Psychiatric Ctr	1.83	405 Hamilton Ctr	2.42
419 Park Ctr	2.03	420 Southern Hills	1.83	419 Park Ctr	1.63	1001 St. Margaret Mercy	1.85	416 Gallahue MH Ctr	2.43
416 Gallahue MH Ctr	2.05	425 Center for Mental Hlth	1.84	44 Southwestern	1.64	427 Four County Comp	1.85	425 Center for Mental Hlth	2.44
402 LifeSpring	2.06	416 Gallahue MH Ctr	1.85	418 Porter-Starke Svcs	1.65	429 Adult & Child MH Ctr	1.85	427 Four County Comp	2.44
411 Center for Behavioral Hlth	2.08	427 Four County Comp	1.85	44 Southlake	1.66	407 Howard Community Hosp	1.86	403 Samaritan Ctr	2.44
425 Center for Mental Hlth	2.09	406 Madison Ctr, Inc.	1.86	407 Howard Community Hosp	1.66	401 Midtown Community MH Ctr	1.89	430 BehaviorCorp	2.44
407 Howard Community Hosp	2.09	408 Quinco Consulting Ctr	1.86	401 Midtown Community MH Ctr	1.67	406 Madison Ctr, Inc.	1.89	419 Park Ctr	2.45
44 Southwestern	2.10	421 Edgewater Systems	1.87	427 Four County Comp	1.68	1006 Villages of Indiana	1.89	420 Southern Hills	2.46
427 Four County Comp	2.12	412 Tri-City Comp MH Ctr	1.88	412 Tri-City Comp MH Ctr	1.68	428 Cummins MH Ctr	1.91	402 LifeSpring	2.46
415 Wabash Valley Hosp	2.18	423 Otis R. Bowen Ctr	1.89	1389 Universal Behavior Svcs	1.69	44 Southlake	1.92	401 Midtown Community MH Ctr	2.48
423 Otis R. Bowen Ctr	2.19	44 Grant Blackford MH	1.89	421 Edgewater Systems	1.70	416 Gallahue MH Ctr	1.92	422 Comprehensive MH	2.49
420 Southern Hills	2.22	409 Oaklawn Psychiatric Ctr	1.91	422 Comprehensive MH	1.71	411 Center for Behavioral Hlth	1.92	1001 St. Margaret Mercy	2.49
44 Southlake	2.22	44 Southwestern	1.92	411 Center for Behavioral Hlth	1.72	413 Community MH Ctr	1.92	413 Community MH Ctr	2.50
412 Tri-City Comp MH Ctr	2.26	422 Comprehensive MH	1.94	416 Gallahue MH Ctr	1.72	405 Hamilton Ctr	1.94	417 Dunn MH Ctr	2.50
413 Community MH Ctr	2.30	413 Community MH Ctr	1.96	415 Wabash Valley Hosp	1.73	415 Wabash Valley Hosp	1.96	408 Quinco Consulting Ctr	2.51
422 Comprehensive MH	2.31	411 Center for Behavioral Hlth	1.96	428 Cummins MH Ctr	1.73	420 Southern Hills	1.99	1389 Universal Behavior Svcs	2.52
403 Samaritan Ctr	2.31	1006 Villages of Indiana	1.98	420 Southern Hills	1.75	403 Samaritan Ctr	2.03	426 Northeastern Ctr	2.52
417 Dunn MH Ctr	2.31	403 Samaritan Ctr	1.99	403 Samaritan Ctr	1.75	44 Grant Blackford MH	2.03	428 Cummins MH Ctr	2.54
406 Madison Ctr, Inc.	2.34	44 Southlake	2.00	44 Grant Blackford MH	1.77	423 Otis R. Bowen Ctr	2.03	423 Otis R. Bowen Ctr	2.55
429 Adult & Child MH Ctr	2.36	428 Cummins MH Ctr	2.00	406 Madison Ctr, Inc.	1.78	1389 Universal Behavior Svcs	2.04	421 Edgewater Systems	2.56
426 Northeastern Ctr	2.36	1007 St. Vincent Hosp	2.01	408 Quinco Consulting Ctr	1.78	417 Dunn MH Ctr	2.07	406 Madison Ctr, Inc.	2.57
44 Grant Blackford MH	2.37	418 Porter-Starke Svcs	2.04	413 Community MH Ctr	1.80	412 Tri-City Comp MH Ctr	2.11	411 Center for Behavioral Hlth	2.58
408 Quinco Consulting Ctr	2.38	429 Adult & Child MH Ctr	2.05	429 Adult & Child MH Ctr	1.81	426 Northeastern Ctr	2.12	44 Grant Blackford MH	2.62
1389 Universal Behavior Svcs	2.43	407 Howard Community Hosp	2.06	426 Northeastern Ctr	1.82	410 Swanson Ctr	2.15	412 Tri-City Comp MH Ctr	2.63
421 Edgewater Systems	2.46	1001 St. Margaret Mercy	2.12	423 Otis R. Bowen Ctr	1.83	408 Quinco Consulting Ctr	2.17	429 Adult & Child MH Ctr	2.64
428 Cummins MH Ctr	2.46	1389 Universal Behavior Svcs	2.14	417 Dunn MH Ctr	1.85	421 Edgewater Systems	2.20	44 Southlake	2.74
410 Swanson Ctr	2.68	410 Swanson Ctr	2.14	410 Swanson Ctr	1.86	422 Comprehensive MH	2.21	410 Swanson Ctr	3.02



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